Sky911 User Manual

Table of Contents

1. Introduction 3
    1.1 Package Contents 4
    1.2 Product Specification 4
    1.3 Main Features 4
    1.4 Minimum System Requirements 6
    1.5 Sky911 LED 7
2. Install Skype Software 8
    2.1 Install Skype and Quick Start 8
3. Setup Sky911 20
    3.1 Sky911 Hardware Setup 20
    3.2 Sky911 Software Setup 21
4. Use Sky911 29
    4.1 Before Making a Call 29
    4.2 Sky911 Icons 29
    4.3 Sky911 GUI 30
        4.3.1 Option 30
        4.3.2 General Setting Page 32
        4.3.3 Audio Setting Page 36
        4.3.4 Phone Setting Page 38
        4.3.5 Speed Dial Setting Page 41
        4.3.6 Call Forward Setting Page 43
        4.3.7 Multi-Call and Conference Setting Page 46
        4.3.8 Cheese Button Setting Page & Usage 48
    4.4 Make a Skype/PSTN Call 50
    4.5 Make a SkypeOut Call 51
    4.6 Answer a Call 54
    4.7 End a Call 54
    4.8 Use Skype Voicemail 54
    4.9 Skype Caller ID 56

4.10 How to use Call Forward 57
4.10.1 Skype to PSTN Call Forward 57
4.10.2 PSTN to Skype Call Forward 60
4.11 Make a Multi-Call 62
4.11.1 Make a Skype Multi-Call 64
4.11.2 Make a PSTN/Skype Multi-Call 64
4.11.3 Switch calls in a Multi-Call 66
4.11.4 Hang up the current call 66
4.11.5 End all calls 67
4.12 Make a Conference Call 67
4.12.1 Make a PSTN/Skype Conference Call 69
4.12.2 Hang up a Conference Call 70
4.13 Skype Remote Monitor 70
4.14 Skype Recording 77
4.15 Other IM Mode 79
5. FAQs 83
6. Regulation 97

1. Introduction

Thank you for choosing Sky911 VoIP USB Adapter. After Sky911 is connecting with company PBX trunking line or an analog phone, Sky911 allows you to make traditional landline calls or Skype™ calls, using company desktop phone or a regular analog wired/cordless phone or a DECT phone without having to stay close to your computer. Integrating landline and Skype line through one cordless or DECT phone, you can carry the handset away from computer and don't worry about missing any landline or Skype call. Even when Sky911 is not plugged into PC USB port, landline is still available for emergency calls.

Sky911 supports both Multi-Call (call switch among multiple Skype contacts) and Conference call (talking to several Skype contacts simultaneously) either through landline or Skype. With these functions and Sky911's user friendly interface, it is simple and convenient for you to talk with some Skype contacts at the same time.

Sky911 also supports landline and phone ports Auto-detection and Auto-swapping to prevent user's neglect to have wrong connection for both RJ11 ports. Through Cheese Button function, you can quickly switch to a SkypeOut™ or landline call with your contact by pressing two phone keys whenever the PC to PC Skype communication quality is not good. You don't need to hang up the call, look for contact's phone number and then call contact again.

Skype doesn't support Speed Dial function after version 4.0, you can set speed dial number for Skype contacts or SkypeOut contacts from Sky911 Speed Dial setting page. Speed dial number can be up to 5 digits 0~9 Arabic numerals. Speed dial list can be exported for back up and imported later.

Sky911 also supports other IM/Softphone (MSN, Google voice, QQ, …) as an audio device. You can make/receive an IM call from PC and then pick up phone for conversation.

Latest Sky911 device can integrate Skype video function and web camera to let you monitor home remotely. And it is easy and free. With Remote Monitor function enabled, you can make a Skype call to home's Skype account which is running with Sky911. After pressing the preset password, Sky911 will automatically pick up the incoming Skype call and enable PC Skype video. With a smart phone which supports Skype video, you can easily make a Skype call to check home status. Many IP CAMs need to have a fixed IP address for remote access, but there is no such limit for Sky911. Even when you travel abroad, it is easy and free to care your pets at home. And Sky911 also supports Skype recording now.

The document of Sky911 comprises of several parts as following: A quick installation guide can help you install and use Sky911 quickly. For any questions about this product, please refer to Sky911 user manual or Sky911 on-line help. On-line help can be accessed from the Sky911 system tray icon at the right-bottom corner of Windows desktop once the Sky911 AP program is running. Also, FAQs (Frequently Asked Questions) can be found from on-line help and user manual. For further questions, please feel free to contact us directly. The contact information for customer service is provided in on-line help and our company website. Thank you again.

1.1 Package Contents

- Sky911 VoIP USB Adapter
- Type B USB cable(Male A to male B)
- telephone cable
- Installation CD including Sky911 AP setup program, EN, TC and SC user manual and quick user guide

1.2 Product Specification

Model Number Sky911
Dimensions L x W X H: 95 X 66 X 22 mm
Operating System Support Microsoft Windows 8, 7, Vista, Windows XP or Windows 2000(SP4 or later)
Skype Version Support 6.14 or above
Interface Ports
One USB port for computer
One Phone port for an analog phone
One Line port for PSTN line
LED Indicator: Blue(Skype), Green(PSTN)
Stand by (Slow on/off)
Ringing (Fast on/off)
Call Active (Always on)
Error (Always off)
Audio 16 bit PCM
Power USB power and no external power needed
Operation Temperature 0 to 55 degrees Celsius
Regulatory Compliance FCC Class B, CE
Warranty 1 year

Note: Specifications are subject to change without notice.

1.3 Main Features

Flexibility

- Make both Skype and PSTN calls with an existing regular or cordless phone
- Support 20, 25, 30 and 50Hz ring frequency
- Support 2 REN standard loads
- Support standard windows USB audio device with unique device ID

- Support international busy tone generation to connect with PBX feasibly
- Sky911 can work at PSTN mode for emergency calls when it is not connected with PC or PC is shut down

Mobility

- Connect Skype through your phone, no need of microphone and speaker
- Support various cordless phones including DECT, 2.4GHz, 900 MHz or others

Simplicity

- Line and Phone RJ11 ports Auto-Detection and Auto-Swap:

Normal Wiring

Wrong Wiring but Functional

- Cheese Button: If Skype audio quality is not good or Skype contact doesn't answer the call.… Just press two keys through phone keypad to switch to a preset SkypeOut/PSTN call
- Support Skype/ SkypeOut speed dial and SkypeOut direct number dial through the phone keypad
- Auto-configure Skype audio device after Sky911 is connected to PC USB port and initialized completely
- When PSTN line is not connected, auto-switch to Skype line
- Receive a Skype call in the way as you do with your existing phone line
- Similar dialing behavior as a traditional PSTN call
- Support FSK caller ID for Skype calls with speed dial number for easy call back
- Sky911 AP program automatically live updates from internet and feasible to download latest version on line
- Easy use and user friendly interface
- USB internal power

Functionality

- Skype speed dial list export and import
- Disable Skype auto upgrade option
- Support Skype, MSN and Facebook account login
- Integrate Skype video function with Web CAM to support remote monitor easily and free(Support latest device only)
- Support Skype recording
- Switch between Skype and PSTN mode by pressing phone key “＃”
- Create a Multi-Call and switch between held calls circularly by phone key “＊1”
- Create a conference call and join new calls (Skype or PSTN call) into the conference sequentially by phone key “＊2”
- Support call waiting (Skype ⟷ PSTN)

1.4 Minimum System Requirements

To keep normal functions of Sky911, user needs to make sure his/her system to meet the following minimum requirements:

- One Computer running at 800 MHz or better, 128 MB RAM with a USB port and a CD-ROM drive
- Microsoft Windows 8, 7, Vista, Windows XP or 2000(SP4 or later)
- 50MB free hard disk space
- Skype version 6.14 or above(free download from http://www.skype.com/)
- Internet connection(WiFi, ADSL, 56kbps Modem, ..., etc

1.5 Sky911 LED

LED Indicator:
- Standby (Slow on/off)
- Ringing (Fast on/off)
- Call active (Always on)
- Error (Always off)

2. Install Skype Software

The first step of setting up Sky911 is to install Skype on the computer.

2.1 Install Skype and Quick Start

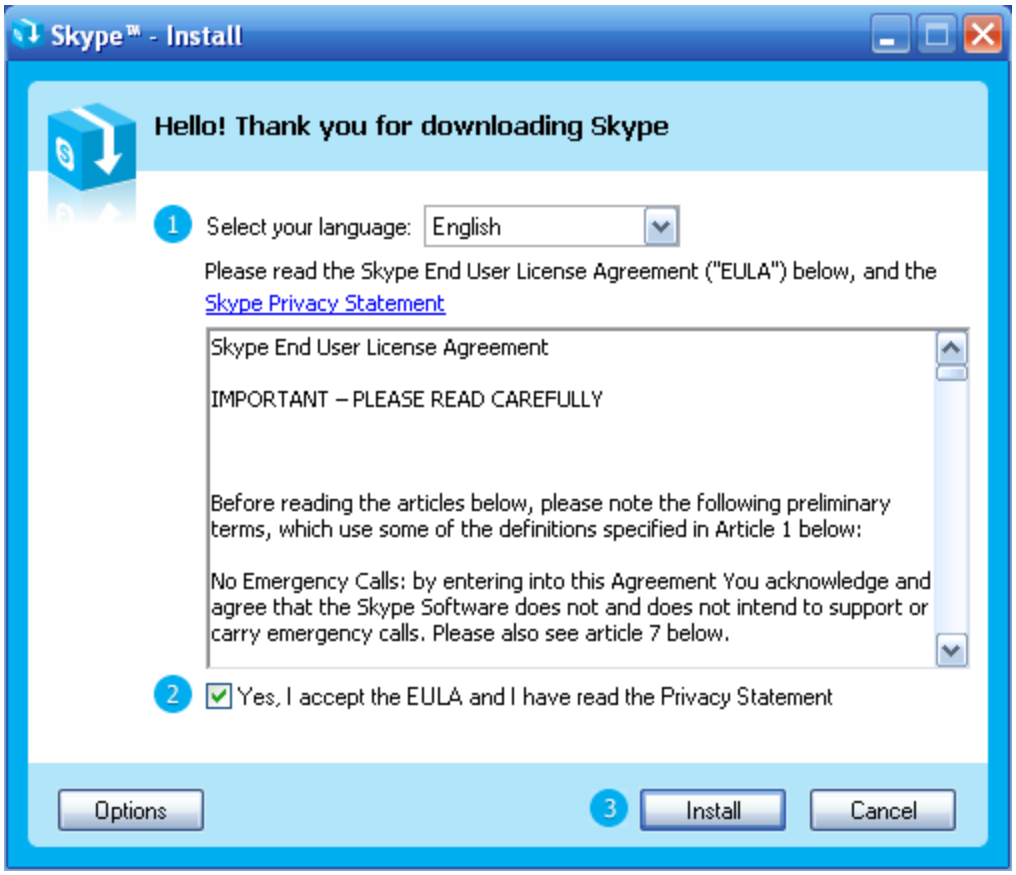
If Skype has been installed, user can skip this section and go to the next section.

If not, download the most updated Skype version or Skype version 6.14 or later.

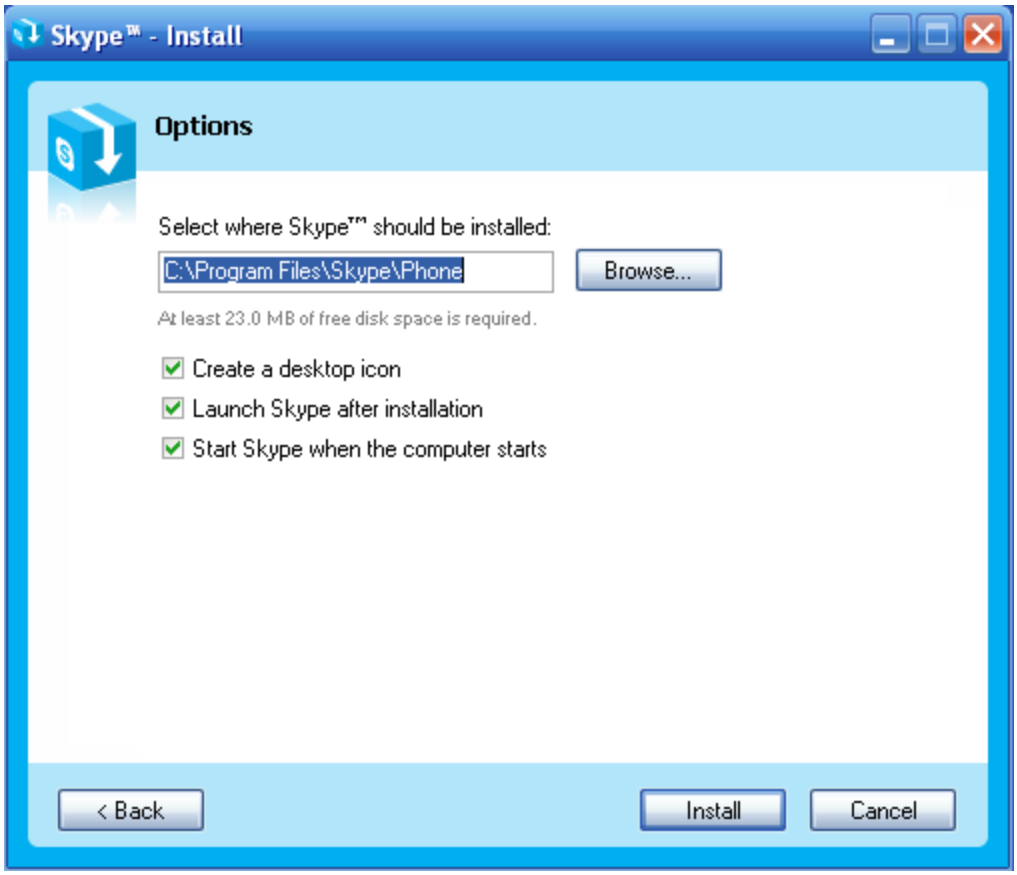
Since Skype might change API for the new release, we can't guarantee our current Sky911 AP can work with the new update seamlessly. You should be able to adopt it for basic Skype talk, but you always can download the latest Sky911 AP program from our web site or get help from our supporting people.

1. Open an Internet browser, and, in the address bar, enter: http://www.skype.com/
2. When the Skype web page appears, click Download Skype. The download is free.
3. After downloading, double-click on the SkypeSetup.exe icon. Skype only supports version 6.14 or later now. Following is Skype 2.5 installation for your reference.

4. The Skype welcome window as below will appear. Follow blue circles 1~3 to select a language by scrolling the bar, accept Skype End User License Agreement and click Install.


Skype™ - Install
Hello! Thank you for downloading Skype
1
Select your language:
English
Please read the Skype End User License Agreement ("EULA") below, and the
Skype Privacy Statement
Skype End User License Agreement
IMPORTANT – PLEASE READ CAREFULLY
Before reading the articles below, please note the following preliminary terms, which use some of the definitions specified in Article 1 below:
No Emergency Calls: by entering into this Agreement You acknowledge and agree that the Skype Software does not and does not intend to support or carry emergency calls. Please also see article 7 below.
2
Yes, I accept the EULA and I have read the Privacy Statement
Options
3
Install
Cancel

5. If user choose Options button in the previous step. An Options window will pop up and user can choose preferred installation folder by Browse. User can choose to check boxes for Create a desktop icon, Launch Skype after installation, or Start Skype when the computer starts. Then click Install.



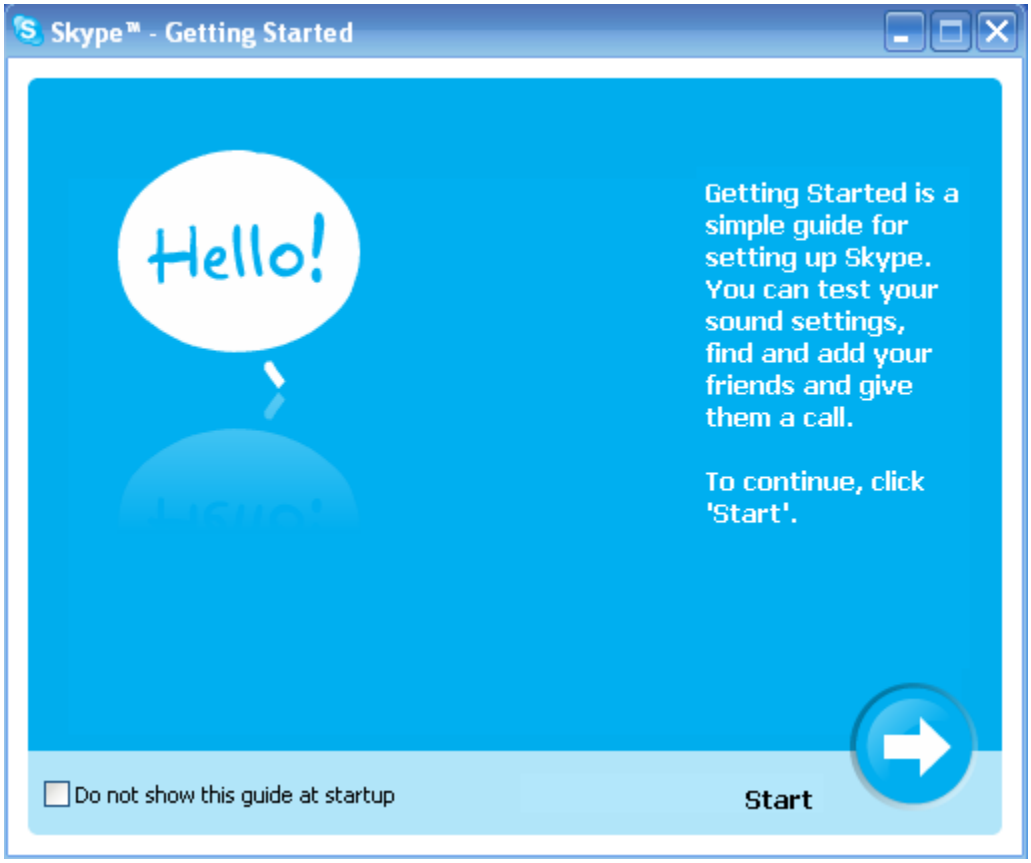
Note: user can always click Back to go back to the previous step.

6. After installation, Skype will ask for Create Account. Then click Next.

Skype™ - Create Account
Create a new Skype Account
Full Name
Test
* Choose Skype Name
xxxxxxtest
Between 6 and 32 characters
* Password
******
Minimum 4 characters
* Repeat Password
******
* Yes, I have read and accept the Skype End User License Agreement and I have read the Skype Privacy Statement
* Fields marked with an asterisk are required
Next >
Cancel

7. User can provide e–mail address and country information and then click Sign In.

8. A Getting Started window comes up. Press Start button to get a simple guide for setting up Skype.


Skype™ - Getting Started
Hello!
Getting Started is a simple guide for setting up Skype. You can test your sound settings, find and add your friends and give them a call.
To continue, click 'Start'.
Do not show this guide at startup
Start

9. The next window will help user to check your sound settings by making a Skype test call. Click Next.

Skype™ - Getting Started
Test your sound settings with the help of Skype Test Call
Step 1. In the Contacts tab, locate and click the contact 'Skype Test Call'.
Step 2. Click green 'Call' button to start the call. Follow the directions given in the recording.
Contacts
Dial
Skype Test Call
Type Skype Name or number with
Online
Call Skype Test
If you have problems with sound settings, Click here to get help setting up your equipment.
Previous
1
2
3
4
Next

10. The next window will guide user to add friends to user's Skype contact list. Click Next.

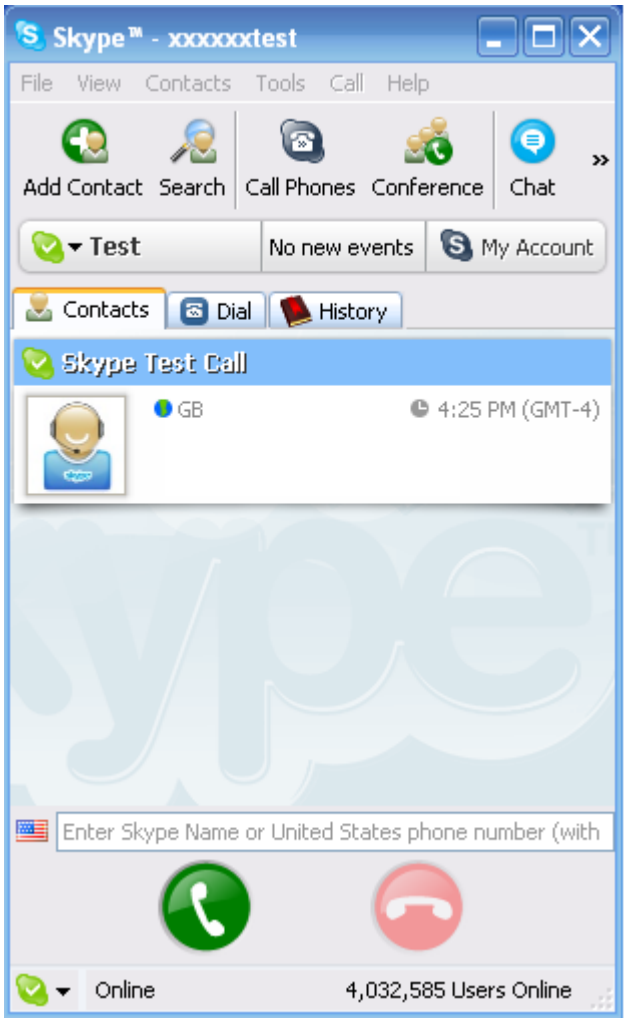
Skype™ - Getting Started
Add your friends to your Contact List
Step 1. Click the green 'Add Contact' icon on the Skype application toolbar
Step 2. Type your friend's Skype Name into 'Add' box in the 'Add a contact' window and click 'Search' to find them.
Add Contact
Search
Conference
Add a Contact
Contacts
Dial
Add a Contact
Enter the Skype Nan
If you can't find your friend's Skype Name, use Skype search to find them.
Previous
1
2
3
4
Next

11. Then user can try to call friends. Click Next.

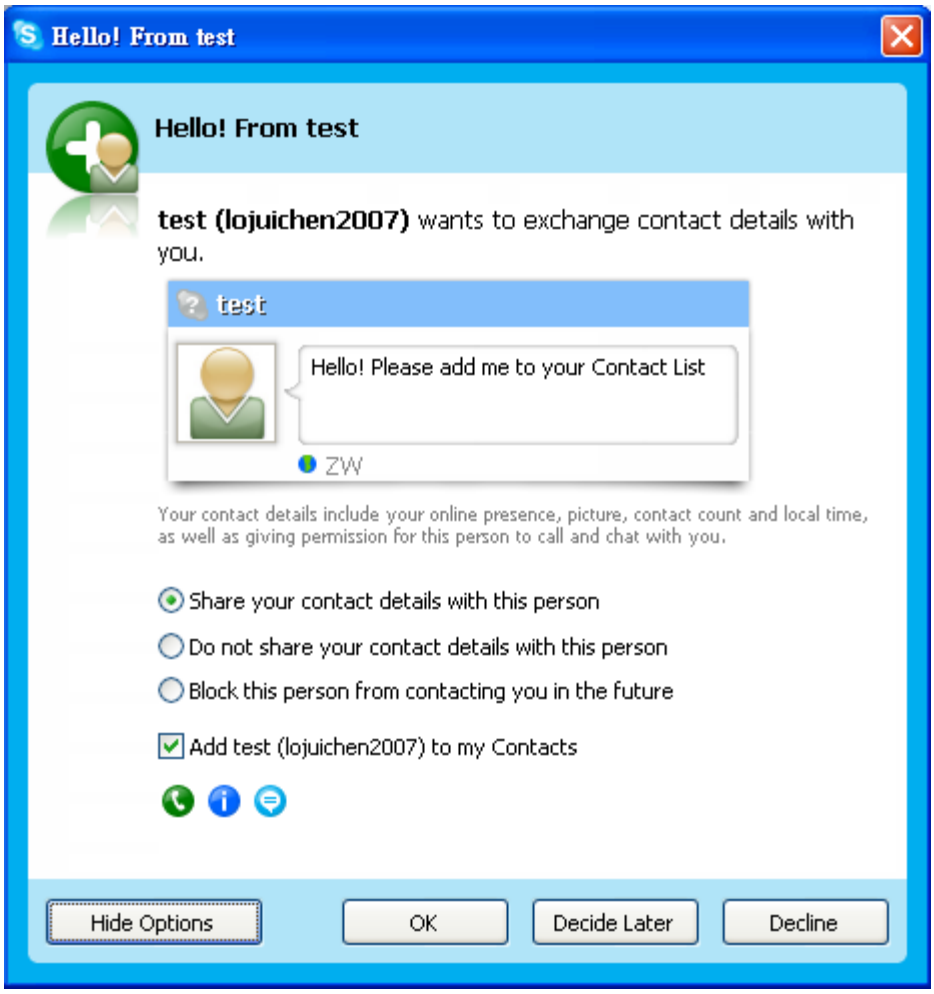
Skype™ - Getting Started
Call your friends
Step 1. Click your friend's name in the Contacts.
Step 2. Click the green 'Call' button to start the call. When your friend answers, start talking!
Contacts
Dial
Histor
Peter
United Kingdom (GB)
Type Skype Name or number
Online
Call Peeter
You can see if your friend is available by the online status icon next to their name in Contacts. A green check means that your friend is online.
Previous
1
2
3
4
Next

12. Next window will guide user to call ordinary phones with Skype (SkypeOut) and click Finish.

13. Next, Skype main window will pop up and user can start to enjoy Skype.



14. When a new Skype contact calls you, Skype will ask for your authorization. User can make own decisions and click OK.


Hello! From test
Hello! From test
test (lojuichen2007) wants to exchange contact details with you.
test
Hello! Please add me to your Contact List
ZW
Your contact details include your online presence, picture, contact count and local time, as well as giving permission for this person to call and chat with you.
Share your contact details with this person
Do not share your contact details with this person
Block this person from contacting you in the future
Add test (lojuichen2007) to my Contacts
Hide Options
OK
Decide Later
Decline

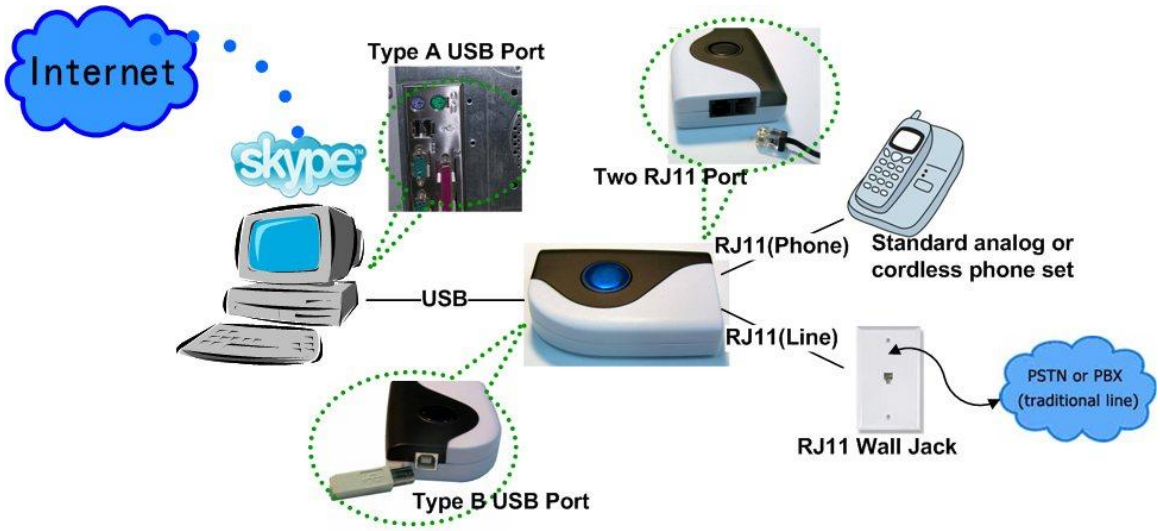
3. Setup Sky911

3.1 Sky911 Hardware Setup

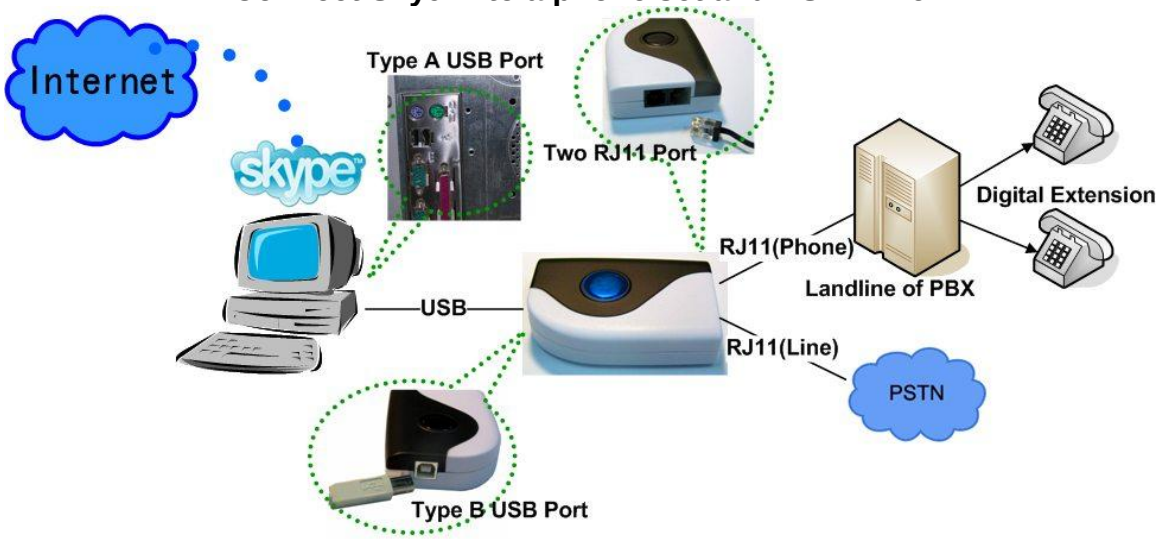
1. Get the Sky911 from Sky911 package.

2. Connect Sky911 USB port with user computer USB port through the USB cable.
3. Connect one telephone cable between the Phone port of Sky911 and phone RJ11 port.
4. Connect the existing telephone cable between the Line port of Sky911 and landline(RJ11 wall jack) .

Connect Sky911 to a standard analog or cordless phone set only



Connect Sky911 to a phone set and PSTN line



Connect Sky911 to PBX and PSTN line

Important note: Don't connect Sky911 Phone and Line ports to both PSTN lines, otherwise Sky911 might be damaged.

3.2 Sky911 Software Setup

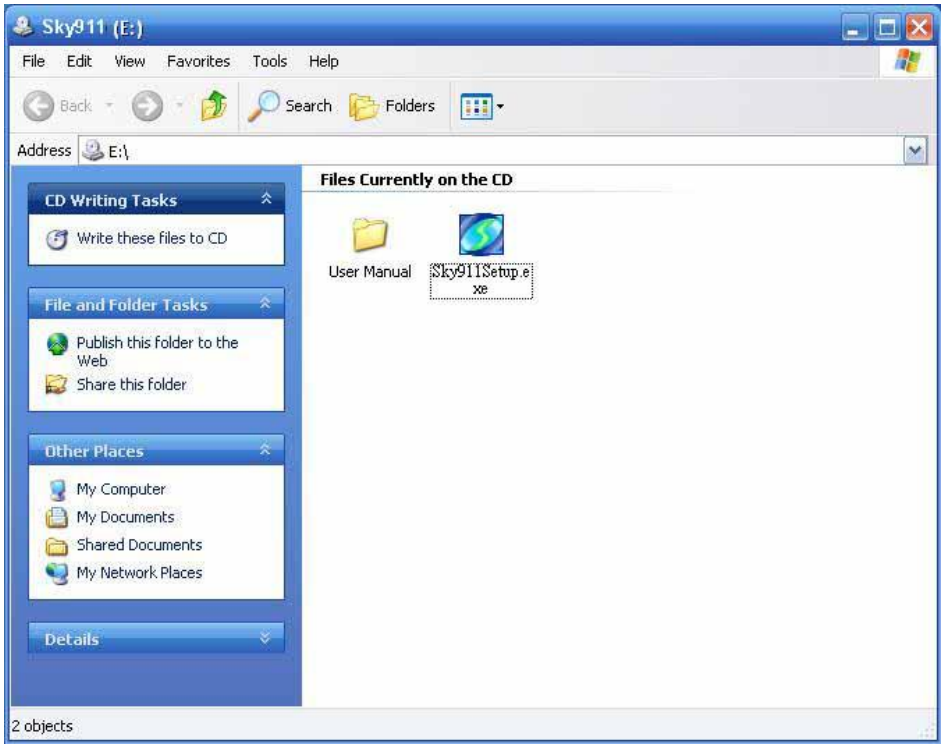
After the installation of the Skype software and the Sky911 hardware setup, the next step is to install the Sky911 AP (Application Program) software into the computer.

To install the Sky911 AP software:

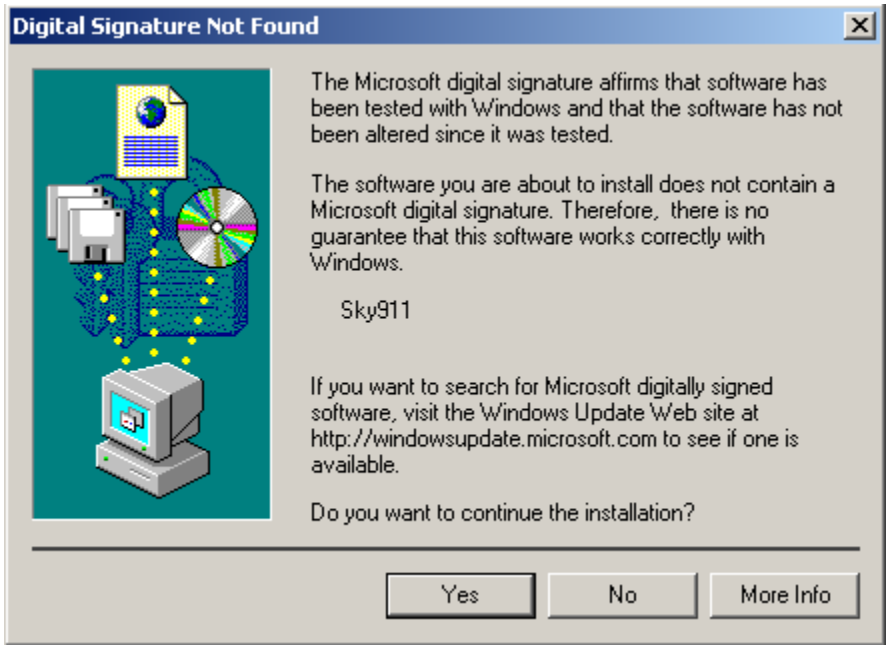
1. After the Sky911 is connected to the computer, it will take up to 15 seconds

for the “**Found New Hardware”** window to appear.

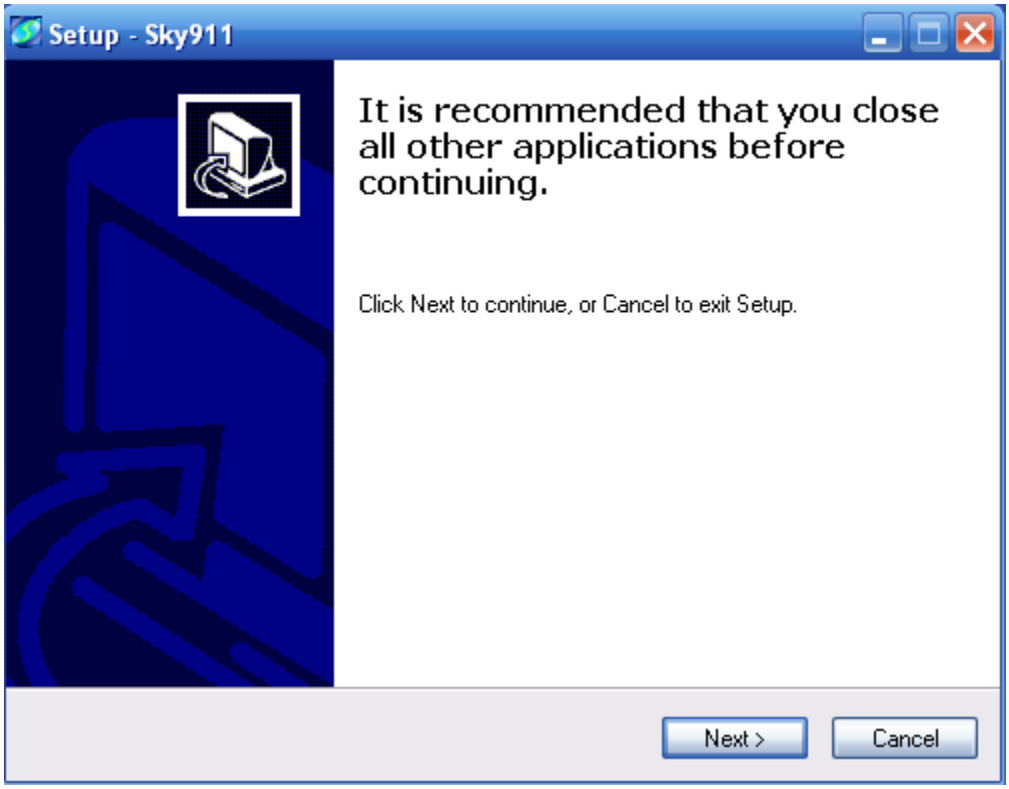
2. Insert the Installation CD into the CD-ROM drive of the computer. Double click the setup.exe file. Then follow the instructions to install the Sky911 AP program.



3. In Windows 2000, user might get below “Digital Signature Not Found” window. Click Yes to continue installation.


Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
Sky911
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

4. Then next window will recommend user to close other application programs before continuing to install. After other applications are closed, click Next.


Setup - Sky911
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

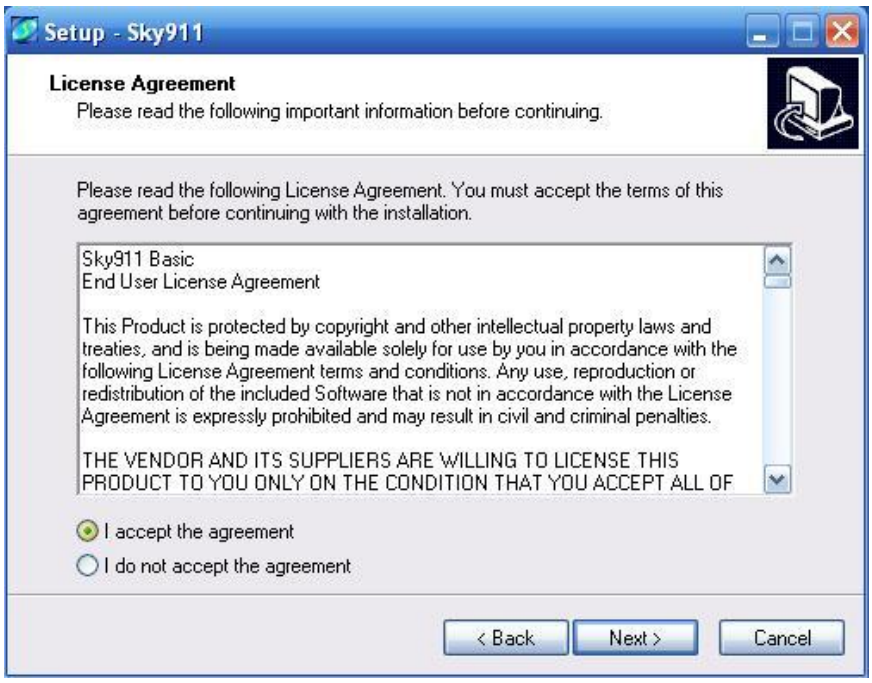
5. The "**Select Setup Language**" window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.

6. The "**Welcome to the Sky911 Setup Wizard"** appears. Read the on-screen instructions and click Next.

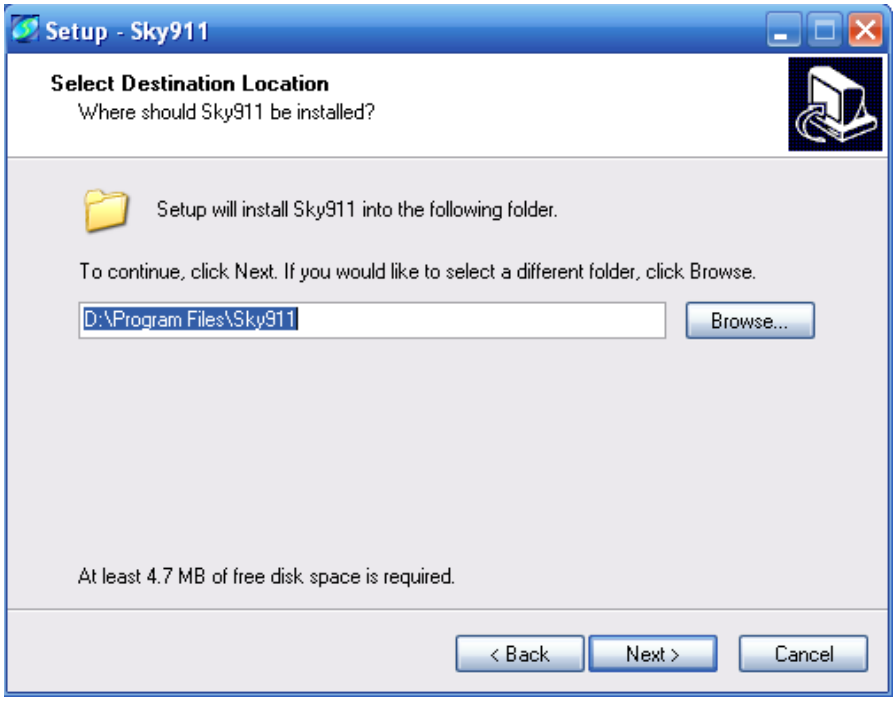
Setup - Sky911
Welcome to the Sky911 Setup Wizard
This will install Sky911 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

7. In the next window, check the box of "I accept the agreement" after reading the agreement carefully. Then Click Next.

Note: User can click Back to go back to the previous step anytime during installation.


Setup - Sky911
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
Sky911 Basic
End User License Agreement
This Product is protected by copyright and other intellectual property laws and treaties, and is being made available solely for use by you in accordance with the following License Agreement terms and conditions. Any use, reproduction or redistribution of the included Software that is not in accordance with the License Agreement is expressly prohibited and may result in civil and criminal penalties.
THE VENDOR AND ITS SUPPLIERS ARE WILLING TO LICENSE THIS PRODUCT TO YOU ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

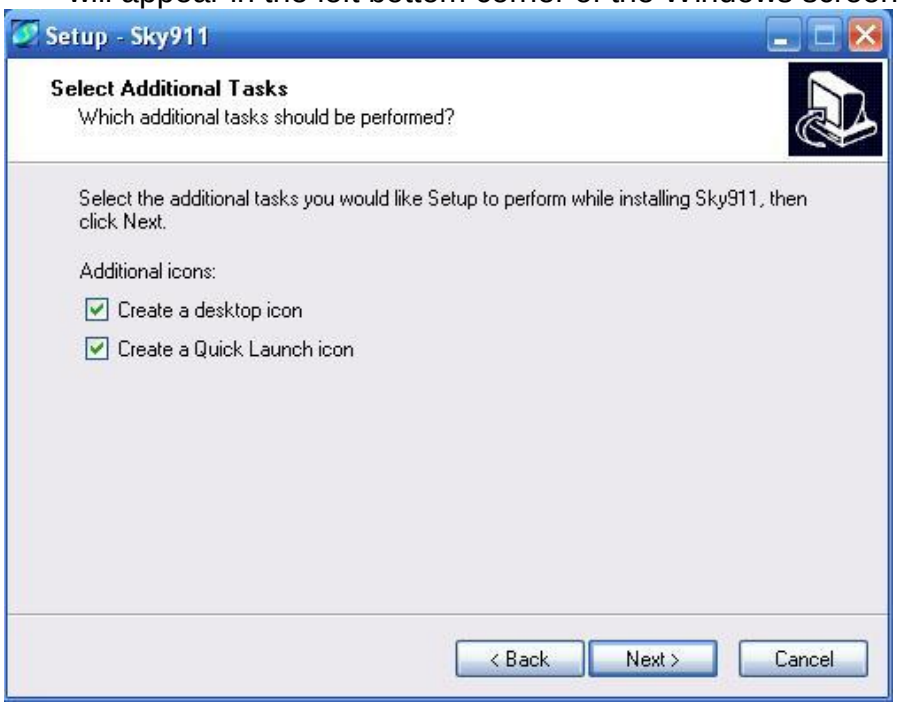
8. In the next window, designate a folder for the installation. A default folder will appear. If this is not a preferred folder for user, click Browse and choose a folder from the list. After deciding folder for the installation, click Next.


Setup - Sky911
Select Destination Location
Where should Sky911 be installed?
Setup will install Sky911 into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
D:\Program Files\Sky911
Browse...
At least 4.7 MB of free disk space is required.
< Back
Next >
Cancel

9. In the next window, choose a preferred folder for Sky911 program's shortcuts in Start Menu folder. A default folder will appear. If this is not a preferred folder, click Browse and choose a folder from the list. User can choose not to create a Start Menu folder. If this is the case, check the box of "Don't create a Start Menu folder". Click Next when the setting is done.

Setup - Sky911
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Sky911
Browse...
Don't create a Start Menu folder
< Back
Next >
Cancel

10. The next window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After Sky911 AP is launched, the Desktop icon will appear on the computer desktop and the Quick Launch icon will appear in the left bottom corner of the Windows screen. Click Next.


Setup - Sky911
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Sky911, then click Next.
Additional icons:
Create a desktop icon
Create a Quick Launch icon
< Back
Next >
Cancel

11. The next window contains the related installation information and allows the user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click Back to make necessary modifications. If not, click Install to start the installation.

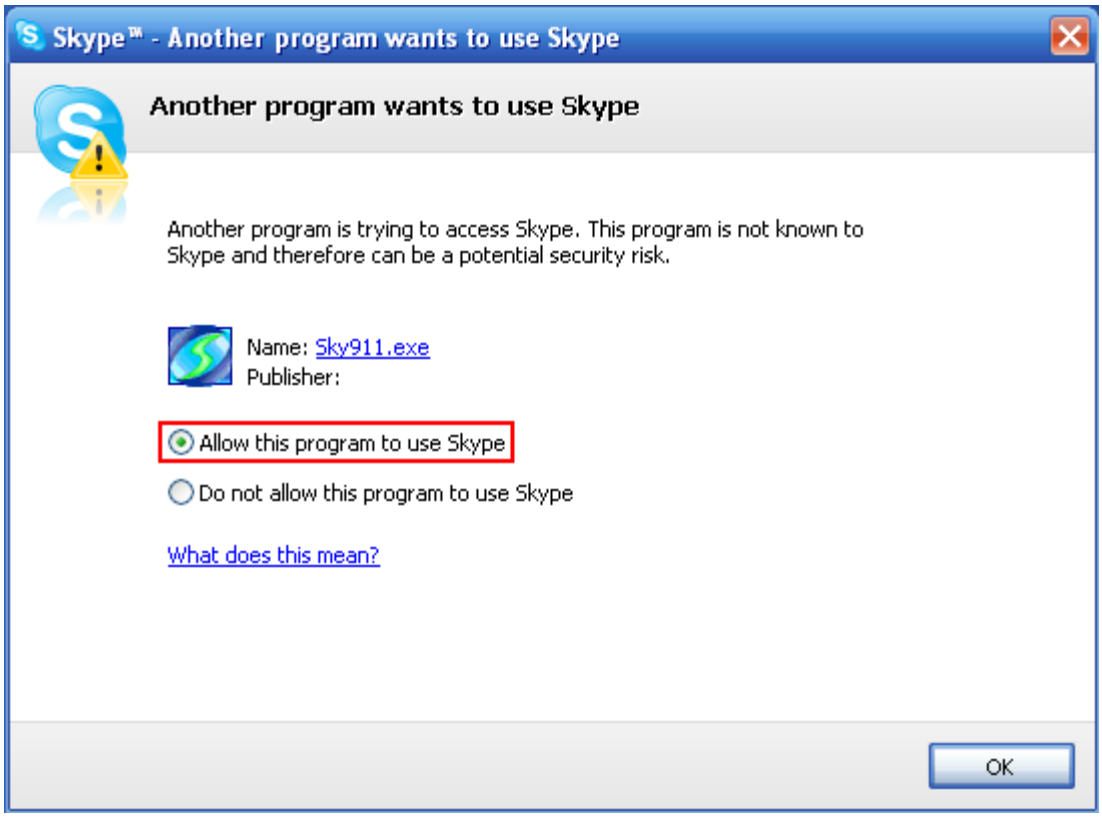
Setup - Sky911
Ready to Install
Setup is now ready to begin installing Sky911 on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Sky911
Start Menu folder:
Sky911
Additional tasks:
Additional icons:
Create a desktop icon
Create a Quick Launch icon
< Back
Install
Cancel

12. In the next window, user can choose to launch Sky911. Check the “Launch Sky911” box (default is enable). Click Finish to finish the setup. Using Windows OS like Vista, 7, 8, user needs to launch Sky911after installation.

Setup - Sky911
Completing the Sky911 Setup Wizard
Setup has finished installing Sky911 on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch Sky911
Finish

13. If user chooses to launch Sky911 in previous step, Skype will invoke one warning window “Another program wants to use Skype”. Choose “Allow this program to use Skype” and click OK.

Note: Please do not choose the option of "Do not allow this program to use Skype". If this option has been chosen, and user still wants to use Sky911, please refer to Q6 of Chapter 5 FAQs for solution.


Skype™ - Another program wants to use Skype
Another program wants to use Skype
Another program is trying to access Skype. This program is not known to Skype and therefore can be a potential security risk.
Name: Sky911.exe
Publisher:
Allow this program to use Skype
Do not allow this program to use Skype
What does this mean?
OK

4. Use Sky911

4.1 Before Making a Call

Before making a call using Sky911, please make sure the following requirements have been met:

- The whole computer system and internet connection meet or exceed the minimum system requirements in this user manual Sec. 1.4 Minimum System Requirements
- The computer is connected to the Internet
- Sky911 is connected to one computer USB port
- A telephone is connected to the Sky911 Phone port and Sky911 Line port is connected to landline via phone cables
- A Skype program version 6.14 or above is installed and launched
- A Skype account has been created and contacts have been added
- User sets Speed-Dial numbers for contacts as section 4.3.5 Speed dial setting page
- Sky911 AP program is installed and launched successfully by checking if Sky911 system tray icon at the right-bottom corner of Windows desktop shows
- When user picks up the phone receiver, there is a PSTN dial tone coming up
- Blue or green LED is slow blinking when Sky911 is ready
  solid-on when the phone is off-hook
  fast blinking when the phone rings
  off when Sky911 has any problem

4.2 Sky911 Icons

Desktop and Quick Launch icon

System tray icons at the right-bottom corner of Windows desktop

Hardware Initializing

Communicating with Skype

Ready

Off Hook

Hardware failure

Skype unavailable

VoIP Only

IM Mode

4.3 Sky911 GUI

There are eight choices (**Option, Remote Monitor, Skype Record, Turn on/off Skype automatic updates, About**, **Help**, **IM Mode** and **Exit**) when user clicks Sky911 system tray icon at the right-bottom corner of Windows desktop. **Option** has all settings for Sky911. **Remote Monitor** (Please refer section 4.13 Remote Monitor) allows user to have Skype video monitor remotely. **Skype Record** (Please refer section 4.14 Skype Recording) lets user make Skype voice recording during a Skype call. Turn on/off Skype automatic updates will prevent Skype on line auto upgrade. **About** will tell user Sky911 AP software version. The on-line help will be launched when user chooses **Help** from Sky911 system tray icon. On-line help supports language English, Traditional Chinese and Simplified Chinese. **IM Mode** can be an audio device for other IM/Softphone. **Exit** will close Sky911 AP (Application Program) program.

Following are detailed descriptions about Sky911 **Option** settings.

4.3.1 Option

The Option dialogue includes the settings most commonly selected by users. When user clicks the OK button at the bottom of Option dialogue after making a new setting, the new setting will be activated and Option dialogue closes immediately. If user clicks the Apply button at the bottom of Option dialogue after making a new setting, the new setting will be activated immediately and user can continue to make more

changes if necessary. User chooses either OK or Apply button, the new setting will be saved and user has the updated setting when user launches Sky911 again. User can use Cancel button to cancel the changes and Option dialogue closes immediately. Besides, user can click Default button to refresh settings to default settings in every pages. There are following seven pages:

General Setting Page

Audio Setting Page

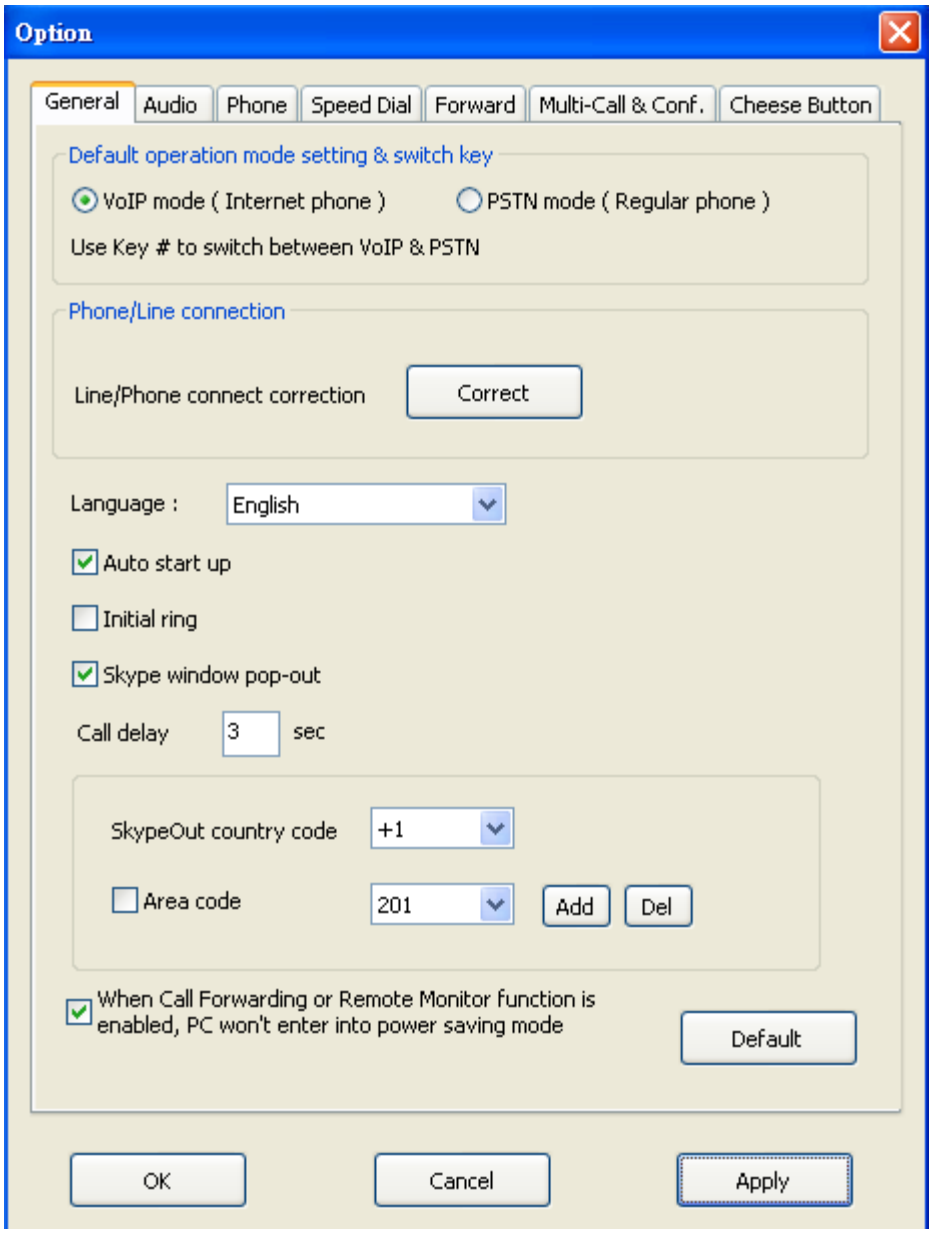
Phone Setting Page

Speed Dial Setting Page

Call Forward Setting Page

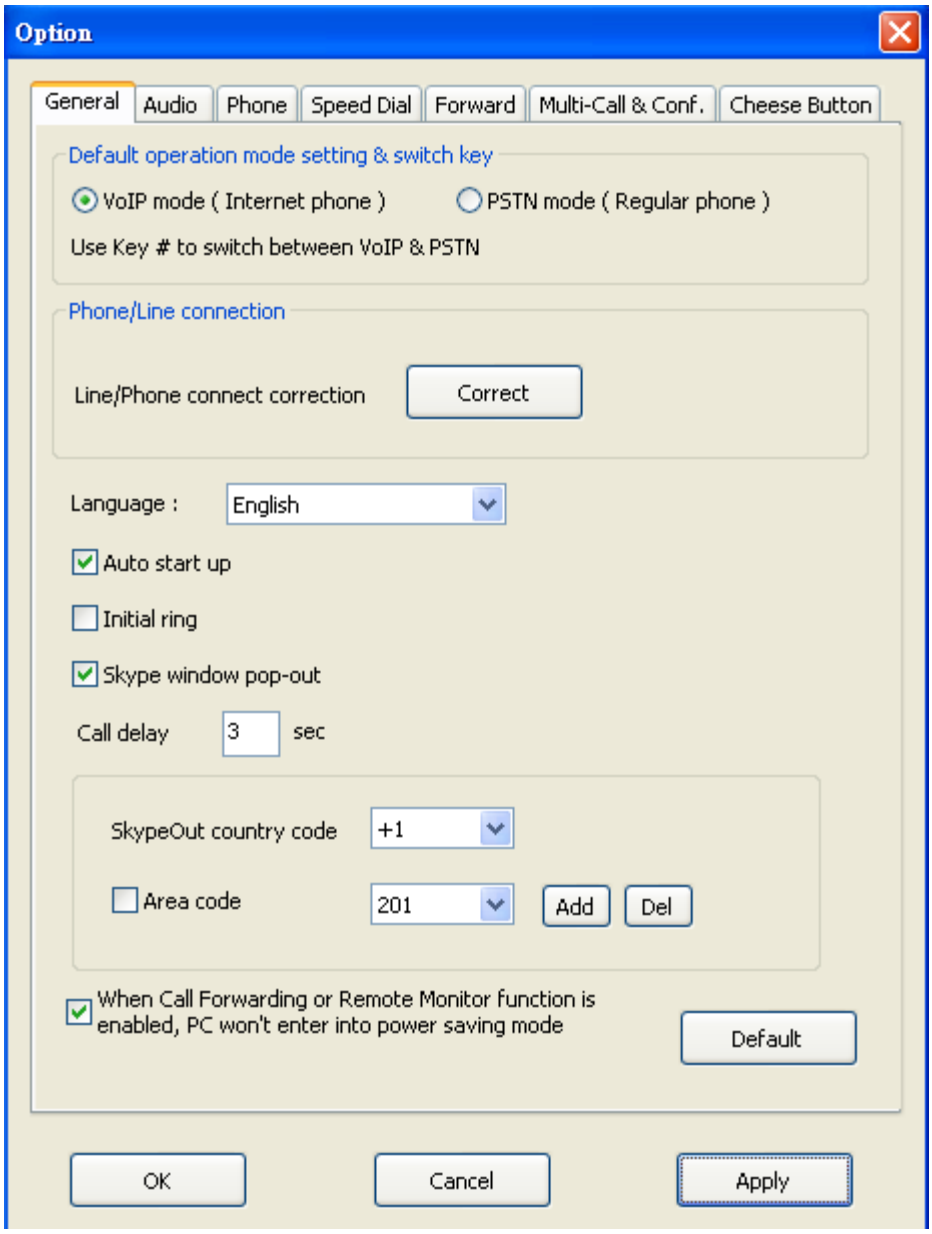
Multi-Call and Conference Setting Page

Cheese Button Setting Page



4.3.2 General Setting Page

This option dialogue provides the basic operation settings, including Default operation mode setting & switch key, Phone/Line connection, Language, Auto start up, Initial ring, Skype window pop-out, Call delay, SkypeOut country code & Area code and When Call Forwarding or Remote Monitor function is enabled, PC won't enter into power saving mode.



Default operation mode setting & switch key

Sky911 supports either VoIP or PSTN default operation mode. User can distinguish which operation mode by LED or the different dial tones. LED is blue for VoIP mode and green for PSTN mode.

When user selects VoIP as the default operation mode, user can dial a Skype call directly after user picks up phone. For landline calls, user needs to dial “#” key first and then hears a landline dial tone. Make a landline call as user did in the past.

When user selects PSTN as the default operation mode, user can dial a landline number directly after user picks up phone. For Skype call, user needs to dial “#” key

first and then hears a Skype dial tone. Then make a Skype call.

User can use “#” key to switch between VoIP and PSTN modes to add more contacts when calls have been put on hold during a Multi-call or Conference. User can't switch operation mode when there is any call in progress.

Default is VoIP mode.

Phone/Line connection

If user changes Phone/ Line connection status after Sky911 AP program is launched or something abnormal happens for Skype or PSTN application, please press “Correct “button to force Auto-Swap function. It will automatically swap both line connections internally even user has a wrong connection.

Language

Three languages are available: English, Simplified Chinese, and Traditional Chinese. If user installs Sky911 in the operation system whose language is not in our supported languages list, then Language will be set to English automatically.

The default language is determined by the “Select Setup Language” setting during Sky911 setup program is installing.

Auto start up

If this setting is enabled, Sky911 program will be automatically loaded and executed when the computer operating system is started.

The default setting is enable.

Initial ring

If this setting is enabled, an initial ring from the connected phone will be activated to inform user Sky911 is now ready for use, once the device initialization is successfully completed.

The default setting is disable.

Skype window pop-out

If this setting is enabled, Sky911 program will automatically bring up the Skype window when user picks up the phone receiver and bring down the Skype window when user hangs up the phone.

The default setting is enable.

Call delay

Call delay means how long the Skype call will be dialing out if user doesn't add "#" key after pressing the Skype number. User can input number like 5, then the Skype number will be dialed out after 5 seconds if user doesn't add "#" key after the Skype number.

The default setting is 3 seconds.

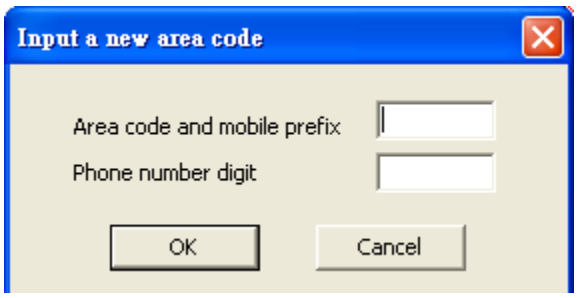
SkypeOut country code

User can choose the country code number where the user stays, then user doesn't need to add country code when user makes a SkypeOut call within this country.

The default setting depends on user's Window operation system language. For example, the default SkypeOut country code setting is +1(USA & Canada) for English Windows operation system.

Area code

Only Taiwan, China, USA and Canada area code are supported now. User needs to click Area code checkbox and choose the appropriate area code. After that, user doesn't need to dial the area code of a traditional local number for a SkypeOut call. Sky911 program tries to collect the complete area code numbers, but user needs to add area code by himself in case there is any area code missing or new added to prevent possible wrong number dialed out. After user clicks "Add" button, there will be one "Input a new area code" window pop out, user needs to fill in the area code or mobile prefix number and the digit of the tradition local number or mobile number. Then click OK to make it valid.



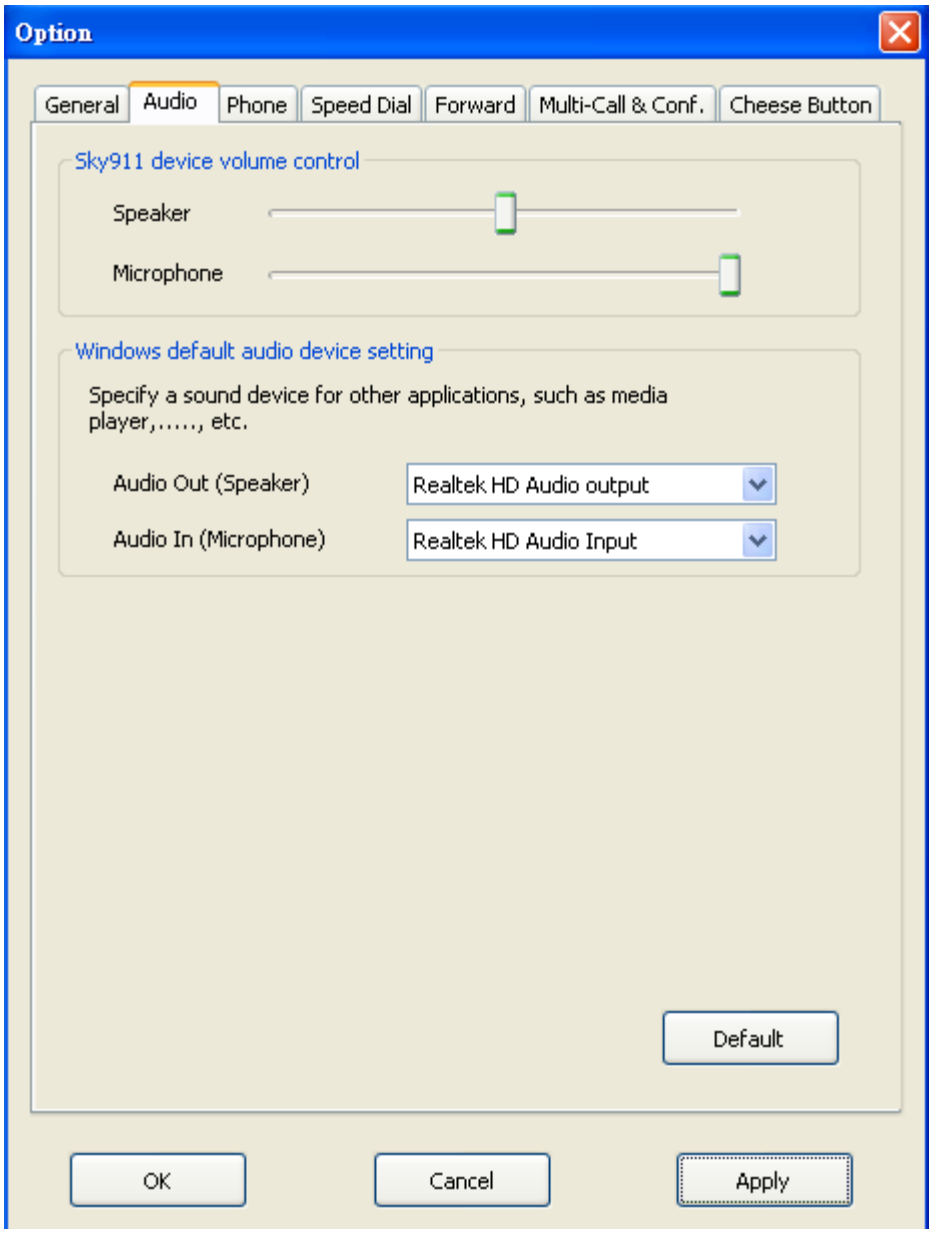
When Call Forwarding or Remote Monitor function is enabled, PC won't enter into power saving mode

When user wants to use remote monitor function, the PC with SkyATA can't enter into power saving mode. If user doesn't want PC keep running, user can disable this

setting. But user needs to wake up the PC remotely (like sending Magic Packets) or turn on PC automatically via software program when user wants to use this function. Once the Skype account status turns from off-line to on- line, then user can start to use remote monitor function. Default setting is enable.

4.3.3 Audio Setting Page

In Audio setting page, user can change audio settings including Sky911 device volume control and Windows default audio device setting.



Sky911 device volume control

User can individually adjust the speaker volume and the microphone volume of Sky911.

To adjust the audio wave output volume, drag the speaker volume scroll bar.

To adjust the audio wave input and recording volume, drag the microphone volume scroll bar.

Notice: If user attempts to change Sky911 volume from Sounds and Audio Devices in control panel, Sky911 program will adjust the volume to its default value. If user attempts to change Sky911's microphone volume from Sounds

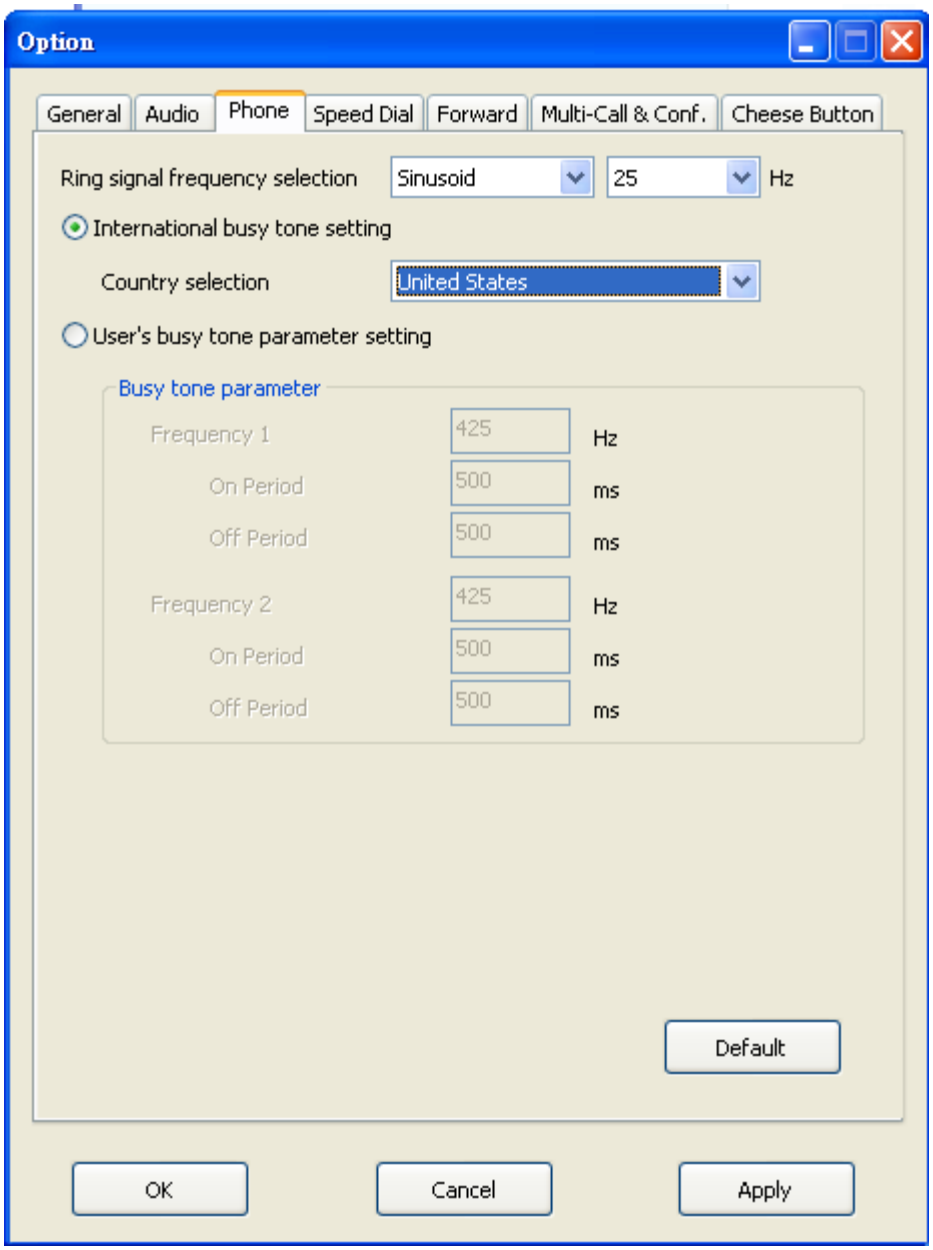
and Audio Devices in control panel and the volume exceeds Sky911's default value, Sky911 will adjust the volume to its maximum value.

Windows default audio device setting

User can select an audio device for other Windows application including audio in and audio out device. Some USB audio devices might change Windows default audio device. With this function, user can easily change Windows default audio device for different applications.

4.3.4 Phone Setting Page

This page provides the related configurations about phone settings, such as Ring signal frequency selection and International busy tone setting which includes Country selection and User’s busy tone parameter setting.



Ring signal frequency selection

Here supports four types of ring signal frequency, 20Hz, 25Hz, 30Hz & 50 Hz. User can choose a proper ring signal frequency according to the ring frequency of the phone user adopts.

Usually the ring signal frequency adopted in the U.S.A. is 20Hz.

The ring signal frequency in Europe is 25Hz.

The ring signal frequency adopted by the major countries in the world ranges from 20 to 50Hz.

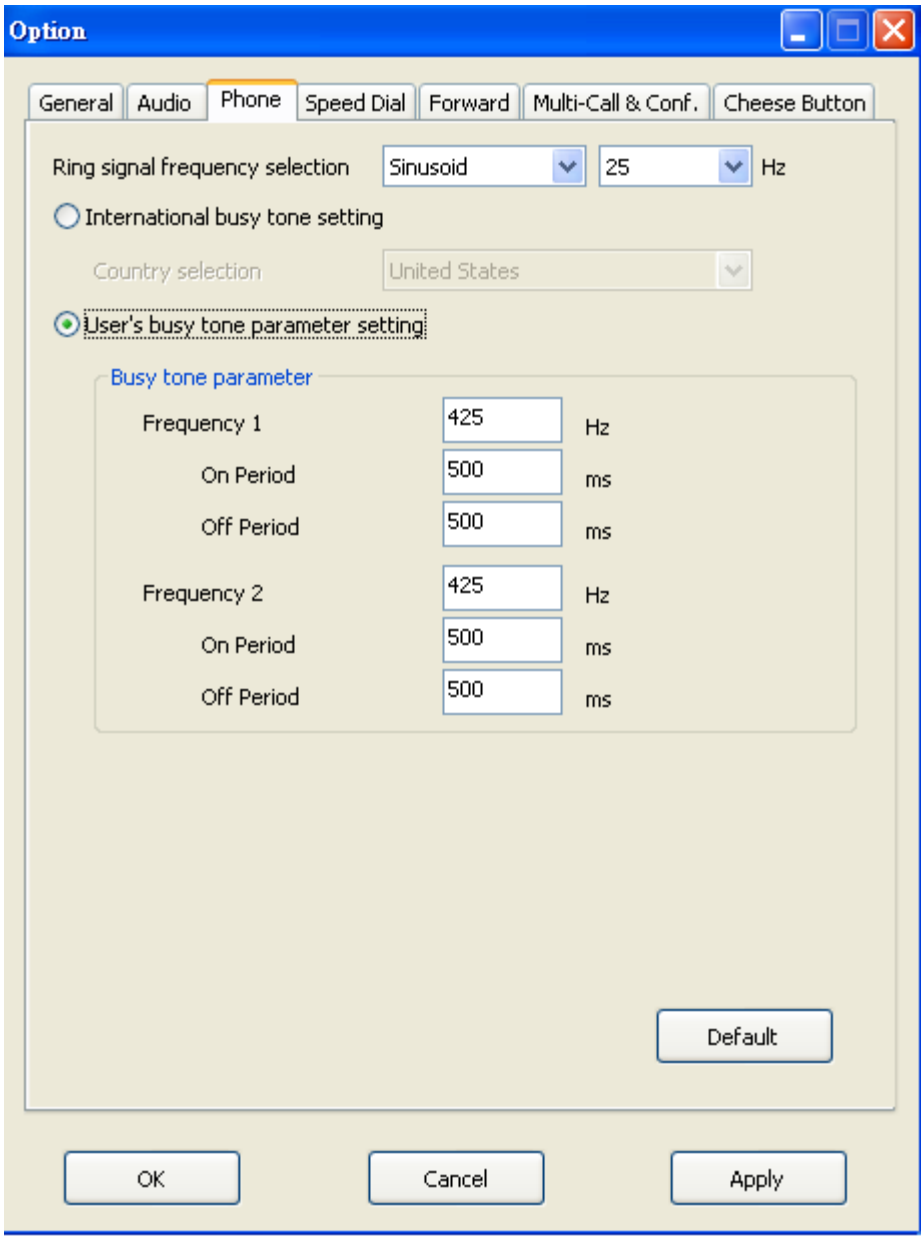
The default setting is 20Hz.

International busy tone setting

User can choose the living country from country selection list to get the familiar busy tone. When user can’t find the living country from the list, user can configure the busy tone parameters themselves if they know the appropriate setting. Then click OK. It is not necessary for user to change this setting for general application. However, user needs to set proper busy tone if user wants to use Call Forward function, otherwise there would be forwarding call non-disconnection problem even the caller has hung up the initial call.

This feature also allows user to set the appropriate settings of busy tone when Sky911 is connected with one PBX for different application. By selecting a country, the device will activate the specific busy tone frequency and cycle adopted by local Public Switched Telephone Networks in that country. Sometimes, the connecting PBX doesn't have the exact busy tone parameter as defined in user's country. For this case, user might encounter busy tone detection and unfamiliar busy tone problems even selecting user's country. User can configure the busy tone parameters themselves if they know the appropriate setting. Enable user's busy tone parameter setting option as below figure and fill in appropriate parameters, then click OK. The parameter will be saved and active.

The default international busy tone country setting is decided by the “Select Setup Language” selection when Sky911 is installed. For example, when user selects English, the default country will be United States. Sky911 supports busy tone for most countries now.

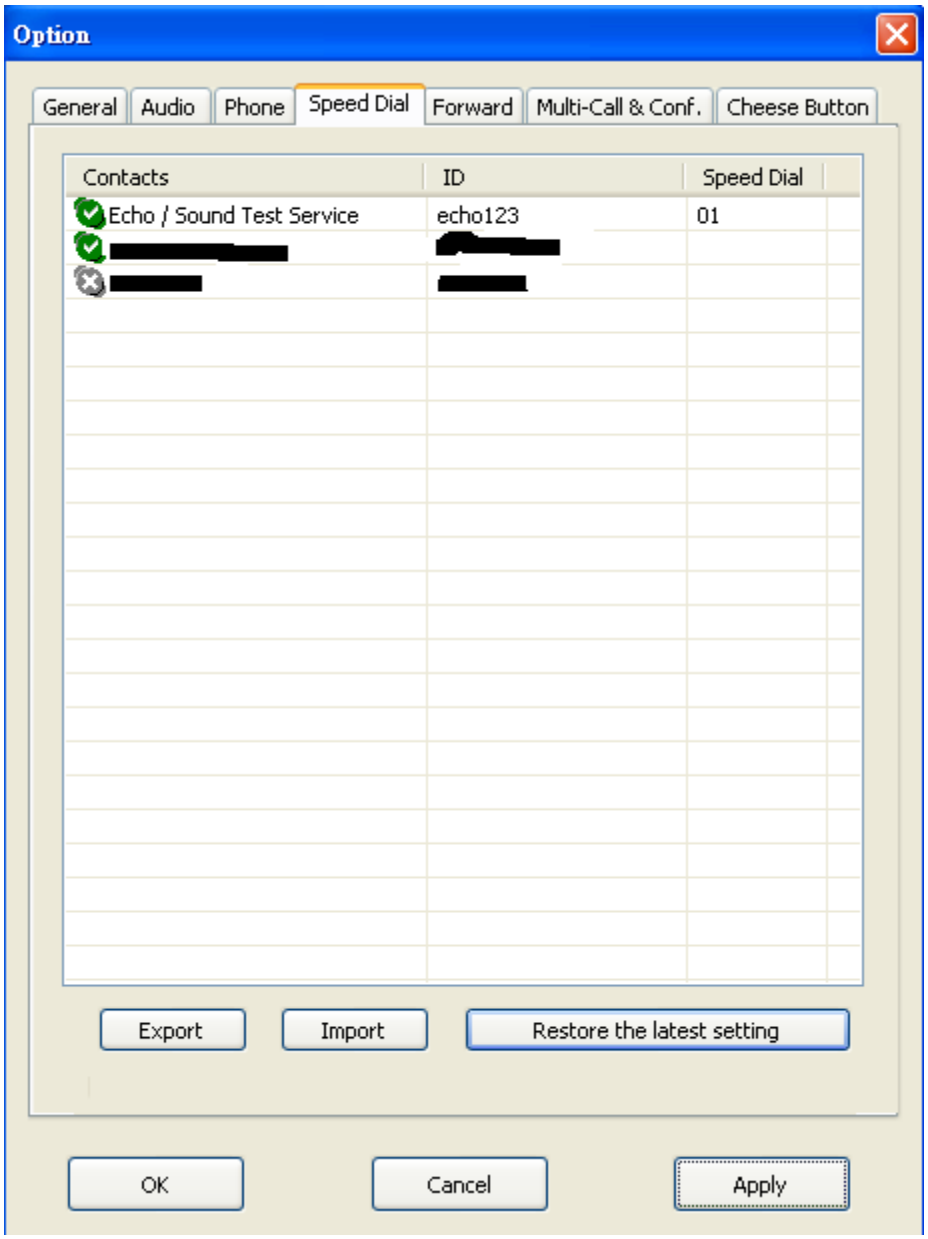


4.3.5 Speed Dial Setting Page

Skype doesn't support speed dial function for version 4.0 and later. User can use this page to set speed dial for any Skype user or SkypeOut number. There are up to 5 digits for setting. If user's Skype version is earlier than Skype 4.0 and user has set some speed dial numbers in Skype GUI, these settings still work unless they conflict with the settings in Sky911 Speed Dial setting page. If there is a speed dial setting

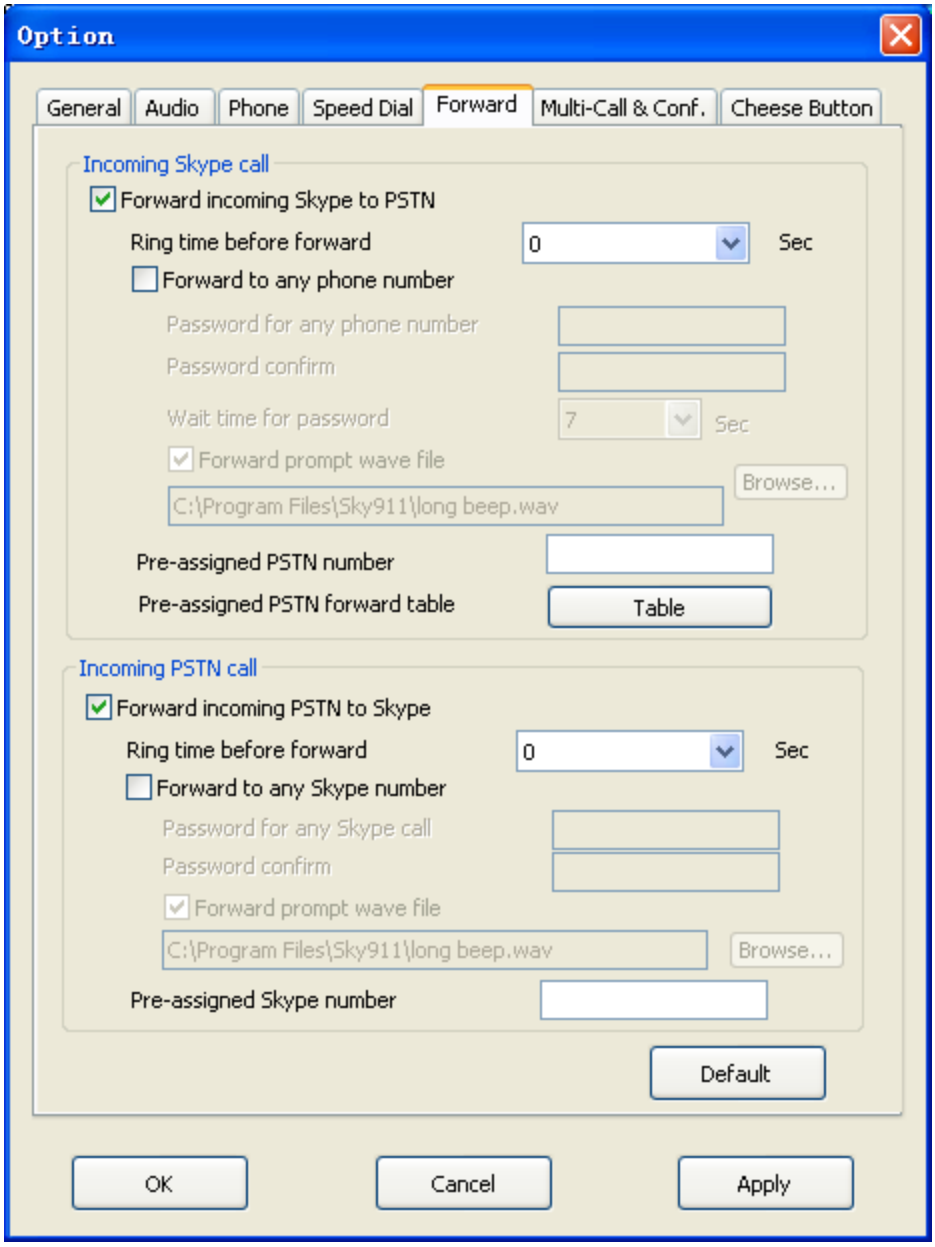
conflict between both settings, Sky911 will choose Sky911 speed dial setting page as the first priority.

Skype Speed dial list can be exported as back up for import in future. Whenever there is the problem to import speed dial list or speed dial list is missing, please try “Restore the latest setting” button to restore the last speed dial setting saved on the GUI.



4.3.6 Call Forward Setting Page

This page provides two kinds of Call Forward settings including Incoming Skype call and Incoming PSTN call.



Incoming Skype call

Forward incoming Skype to PSTN

User can utilize this device remotely to make a PSTN call through Skype to PSTN forwarding function or forward any incoming Skype call to the assigned PSTN number by checking Forward incoming Skype to PSTN box.

Default is disable.

Ring time before forward

User can choose preferred Ring time before forward. For example, if user chooses 1 second as the Ring time before forward, any incoming PSTN call will be forwarded if user doesn’t pick up phone after 1 second. There are options from 0 to 30 seconds.
Default is 0 second.

Forward to any phone number

Only this option is also enabled, then user can make a Skype to any PSTN number forwarding.
Default is disable.

Password for any phone number

User needs to type up to 6 digits 0~9 Arabic numerals as password to prevent unwanted PSTN call forwarding. This password can protect user from any unwanted PSTN call forwarding. Suggest user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

Wait time for password

User can adjust the wait time for password between 2~20 seconds. At default, user has 7 seconds time to press the first digit of the password and the delay between each input digit can't exceed 7 seconds.
Default is 7 seconds.

Forward prompt wave file

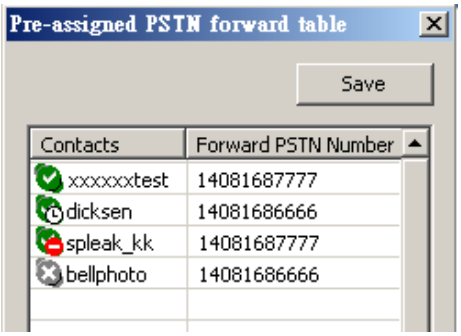
There is a default Forward prompt wave file (two “Beep” tones) to inform user it is time to place a PSTN forward call when Forward to any phone number box is checked. User can also record personal Forward prompt message in wave file and browse the file to enable it.

Pre-assigned PSTN number

User can set a fixed PSTN number for Skype to PSTN call forward. With Forward incoming Skype to PSTN function enabled, any incoming Skype call will be forwarded to the Pre-assigned PSTN number if user doesn’t pick up the incoming call within the preset Ring time before forward.

Pre-assigned PSTN forward table

In addition to one Pre-assigned PSTN number for all incoming Skype calls, user can use the Pre-assigned PSTN forward table to assign different Skype contacts with different PSTN forwarding numbers. User can type the forwarding numbers and click Save button to keep the forward table settings for future usage as below figure.



Incoming PSTN call

Forward incoming PSTN to Skype

User can utilize this device remotely to make a long distance or international SkypeOut call through PSTN to Skype forwarding function by checking Forward incoming PSTN to Skype box.

Default is disable.

Ring time before forward

User can choose preferred Ring time before forward. For example, if user chooses 1 second as the Ring time before forward, any incoming PSTN call will be forwarded if user doesn't pick up phone after 1 second. There are options from 0 to 30 seconds.

Default is 0 second.

Forward to any Skype number

Only this option is also enabled, then user can make a PSTN to any Skype/SkypeOut forwarding.

Default is disable.

Password for any Skype call

User needs to type up to 6 digits 0~9 Arabic numerals as password to prevent unwanted Skype/SkypeOut call forwarding. This password can protect user from any unwanted Skype/SkypeOut call forwarding. Suggest user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

Forward prompt wave file

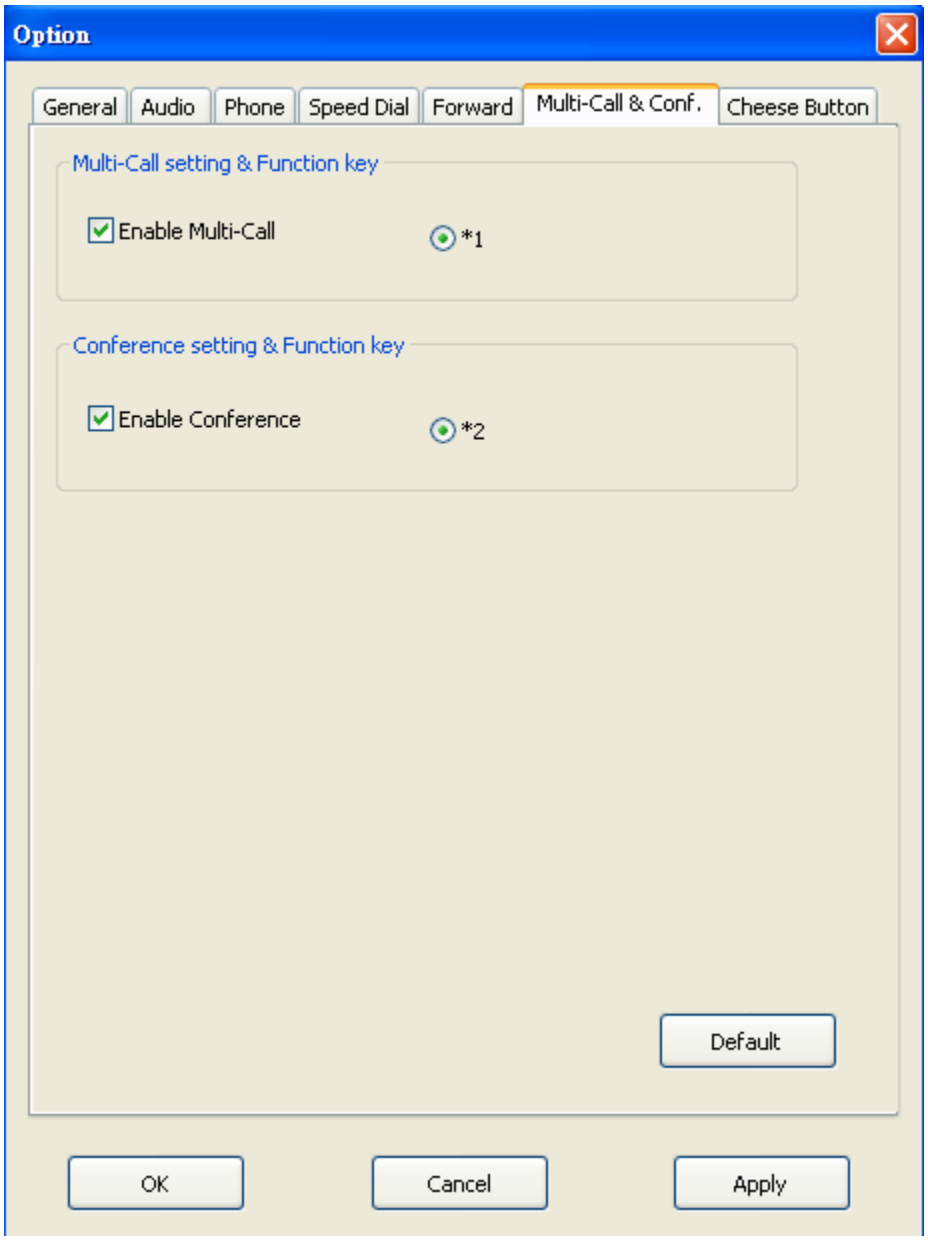
There is a default Forward prompt wave file(two “Beep” tones) to inform user it is time to place a Skype forward call when Forward to any Skype number box is checked. User can also record personal Forward prompt message in wave file and browse the file to enable it.

Pre-assigned Skype number

User can set a fixed Skype number for PSTN to Skype call forward. With Forward incoming PSTN to Skype function enabled, any incoming PSTN call will be forwarded to the Pre-assigned Skype number if user doesn’t pick up the incoming call within the preset Ring time before forward.

4.3.7 Multi-Call and Conference Setting Page

User can select to enable the functions of Multi-Call and Conference individually. The page includes settings for Multi-Call setting & Function key and Conference setting & Function key. After Multi-Call or Conference function is enabled, the corresponding function key is selected.



Multi-Call setting & Function key

When Multi-Call function is enabled, the function keys for Multi-call are "＊1". Then user can make a one-on-one talk with the maximum of 3 Skype contacts and 1 PSTN contact during the same period of time. User can switch talk within the reserved Skype/PSTN calls by pressing function keys "＊1". For detailed operation instructions, please refer to this user manual section 4.11 Make a Multi-Call.

The default setting for Multi-Call is enable.

Conference setting & Function key

When Conference function is enabled, the function keys for Conference are “＊2”.

Then user can make a one-on-many talk with the maximum of 4 Skype contacts and one PSTN contact simultaneously. For detailed operation instructions, please refer to this user manual section 4.12 Make a Conference Call.

The default setting for Conference is enable.

4.3.8 Cheese Button Setting Page & Usage

This page includes setting for Cheese Button enable, “*” key delay time and Refresh.

Cheese Button

User needs to make sure Cheese Button function is enabled by checking Cheese Button box before using this function.

Default is enable.

“*” key delay time

Sometimes user needs to use one or more “*” keys as delay time before dialing PSTN number. User can choose appropriate delay time for each “*”. There are options for 1~5 seconds.

Default is 2 seconds.

Refresh

Skype contact list might not be updated in time, user can click Refresh button to update Skype contact list immediately.

User can add friend's SkypeOut & PSTN numbers in below Cheese Button mapping table and make sure Cheese Button box is checked and then start to enjoy the convenience of Cheese Button function whenever there is a bad Skype communication or the contact unavailable.

Through Cheese Button, user can quickly switch to a SkypeOut or PSTN call by pressing two keys through phone keypad during a PC to PC Skype call with a bad communication quality or the contact unavailable. **It is not necessary and prohibitive to hang up the current Skype call if user wants to use Cheese button function.** After pressing keys " # + (1, 2, 3 or 4)", user can either talk to the contact through SkypeOut or PSTN line. User can continue the conversation without the efforts of looking for phone book and then making a call again.

Press "#1" keys to call the SkypeOut number 1 as user set.

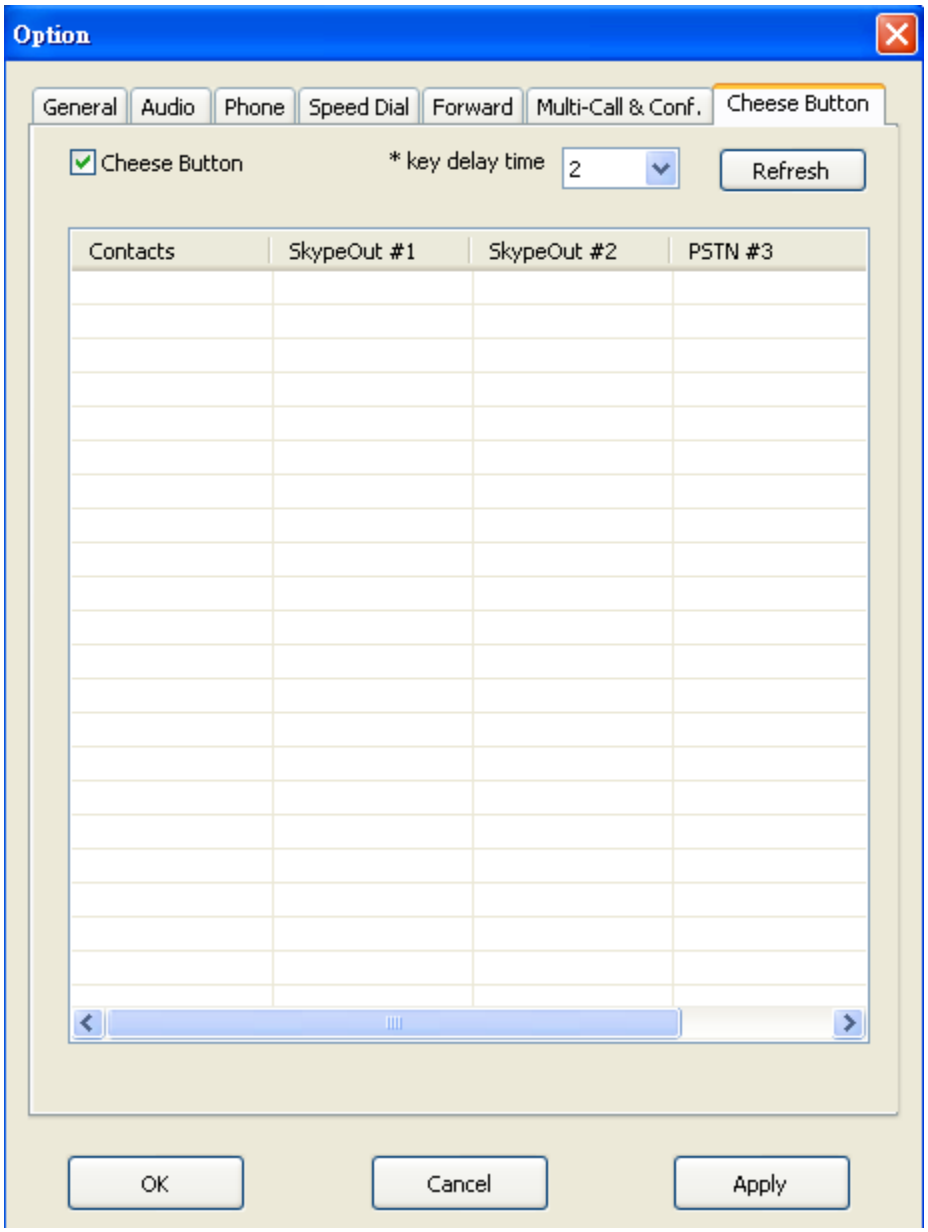
Press "#2" keys to call the SkypeOut number 2 as user set.

Press "#3" keys to call the PSTN Number 3 as user set.

Press "#4" keys to call the PSTN Number 4 as user set.

Notice:

1. If user didn't set the Cheese Button mapping table in advance, pressing keys ” # +(1, 2, 3 or 4)” won't have any effect.
2. User might need to use ”＊” in the phone number to add delay for PSTN line to dial out in some cases.
3. Sky911 has a live-update of Skype status for contacts in Cheese Button list. However, Refresh button in below figure is for user to easily and immediately update the new added or removed contacts after Sky911 AP is launched.
4. When user wants to use Cheese Button function, user needs to press key "1, 2, 3, or 4" after "#" key within 3 seconds. Otherwise the function won't work.



4.4 Make a Skype/PSTN Call

Make an internet phone call or a PSTN call using Sky911. User might encounter trouble for service call such as 800 when user presses“∗”or “#” key during the service call.

Default Operation mode: PSTN

Pick up the phone receiver and user can find Sky911 green color LED solid-on. After hearing a familiar PSTN dial tone, user can make a regular PSTN call just as user did

in the past.
User can press “#” key from phone keypad and find Sky911 blue color LED solid-on and then a Skype dial tone comes up. Dial the speed dial number of the Skype contact and wait for 3 seconds for the call to be dialed out. Or, to make an immediate call without wait by adding “#” key after the speed dial number. Speed dial number will also be displayed in Skype user interface in addition to being displayed in phone.
Use the Skype window interface to make a Skype call. Choose the contact name in the Skype window and click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Then pick up the phone receiver and wait for the contact to proceed with the call.
User will hear a busy tone until phone is on-hook if the Skype contact is Offline, rejects to take user’s call or hangs up before user does. The busy tone will be generated when user’s status is Offline and phone is picked up or user dials a wrong speed dial number.

Default Operation mode: VoIP

Pick up the phone receiver and user can find blue color LED solid-on. Follow above steps 2~3 in default PSTN operation mode procedures to make a Skype call.
User will hear a busy tone until phone is on-hook if the Skype contact is Offline, rejects to take user’s call or hangs up before user does. The busy tone will be generated when user’s status is Offline when phone is off-hook or user dials a wrong speed dial number.
If user needs to make a PSTN call, user can press “#” key from phone keypad to switch to PSTN mode. Then Sky911 green LED is solid-on and a familiar PSTN dial tone comes up. User can make a regular PSTN call just as user did in the past.

4.5 Make a SkypeOut Call

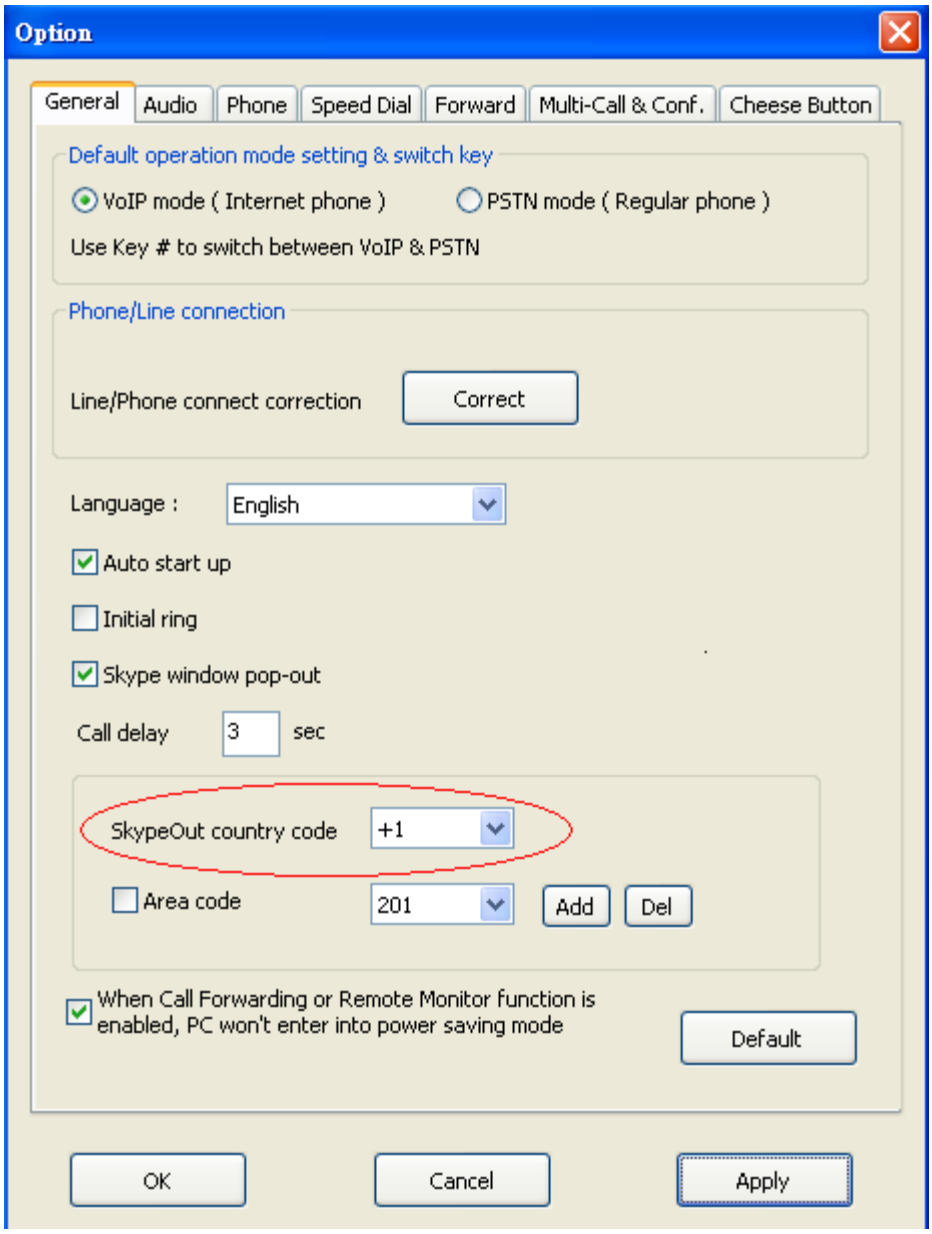
User needs to subscribe for SkypeOut credits in advance of making a SkypeOut Call. Subscription can be made on Skype web site http://www.skype.com/. When the on-line subscription has been completed, user should be able to find one “service” message bar with account status added in the Skype window. Then user can start to

use SkypeOut service. Calls, even the international calls, can be made at PSTN numbers or at mobile phone numbers. The rate is much cheaper than the regular PSTN rate.

Set a Speed-Dial number for the SkypeOut contact. User can refer to this user manual Sec. 4.3.5 Speed dial Setting Page. Pick up the phone receiver. Wait for a dial tone. Then dial the speed dial number of the Skype contact. Wait for 3 seconds for the call to be dialed out. Or to make an immediate call without wait by adding “#” key after the speed dial number.

Use the Skype window interface to make a call. Choose the SkypeOut contact name in the Skype window and click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Then pick up the phone receiver and wait for the contact to proceed with the call.

Another method to make the call is to dial the number directly from the phone keypad without the effort of making SkypeOut contact. SkypeOut call number format is 00 or “+” key + country code + local PSTN/Mobile number. For example, user can make a call to U.S.A. by pressing 00-1-408-888-8888. User can omit 00 + country code when making a SkypeOut call by selecting SkypeOut country code from General page after choosing "Option" of Sky911 system tray icon. Sky911 supports smart dialing for calling to USA, Canada, Taiwan and China. When user's dialing number for these areas reaches a valid phone number, Sky911 will dial out immediately. For other areas, user needs to add "#" key after the dialing number to call out immediately or wait for 3 seconds call delay. The delay time between two dialed digits of the SkypeOut number can't exceed call delay time 3 seconds, or an incomplete number will be dialed out.



User will hear a busy tone if the SkypeOut contact doesn't answer the call. Please refer to this user manual Sec. 4.4 Make a Skype/PSTN call for more information about busy tone.

User can't call contact's office number through SkypeOut by adding "＊"key between office number and extension number. User needs to make a SkypeOut call to a contact's office number first and then dial extension number through phone keypad or

Skype keypad (can be pulled down from Skype dial tab when you are making the call) when user makes the call through Skype window interface.

4.6 Answer a Call

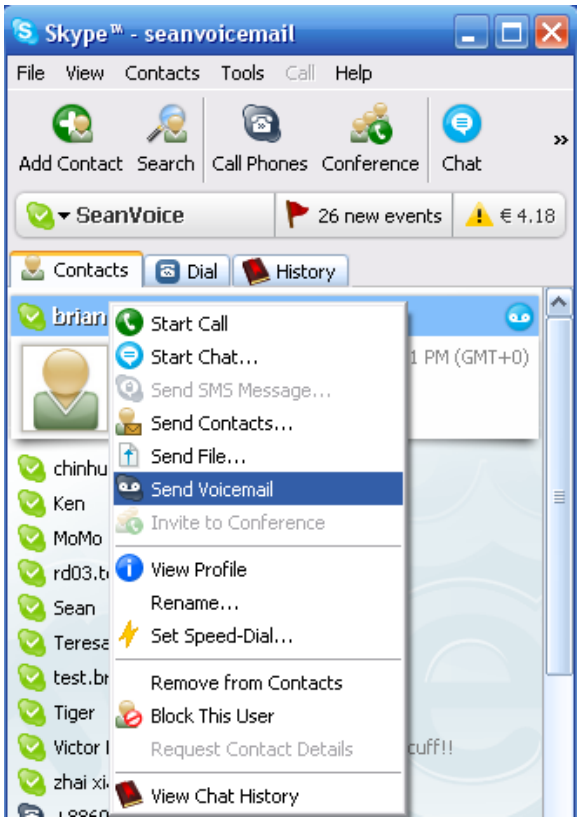
1. Pick up the phone receiver and proceed with the call when the phone rings.
2. Use the Skype window interface to answer a Skype call. When there is an incoming Skype/SkypeIn™ call, click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Pick up the phone receiver and wait for the contact to proceed with the call.
3. User will hear a busy tone if the caller hangs up the call before user does.

4.7 End a Call

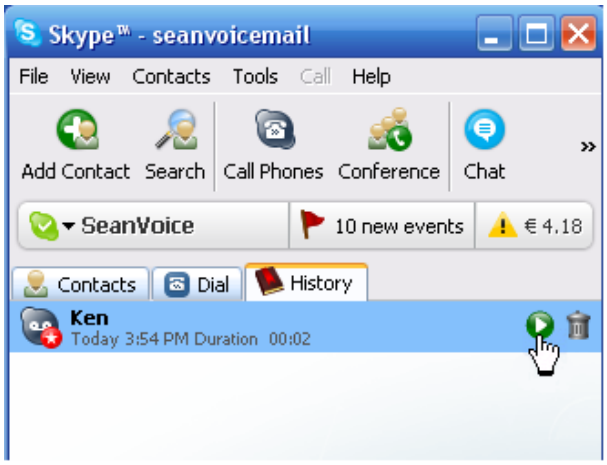
User can hang up the phone to end a PSTN or Skype call or click Skype Hang Up/Reject button to end a Skype call.

4.8 Use Skype Voicemail

After user enables Voicemail by subscribing from Skype, user can leave Voicemail to any contact by choosing the contact and right-clicking mouse to choose Send Voicemail. User with Voicemail enabled can get Voicemail if he didn't answer a call.

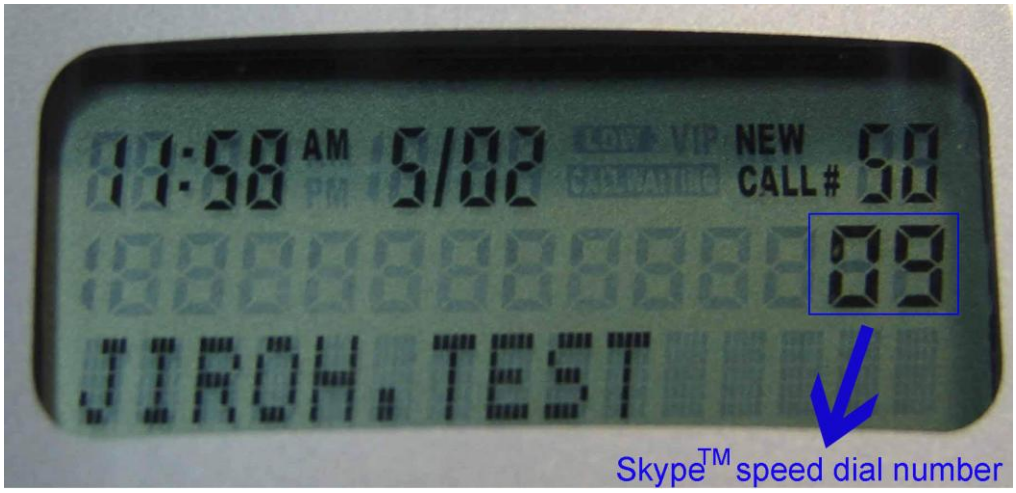


User can pick up phone receiver and click History tab of Skype main menu to check Voicemail. Voicemail can be retrieved by clicking play icon to start and stop as below picture. Once Voicemail ends, there will be a dial tone coming up and user can choose to check another Voicemail or make another call.


Skype™ - seanvoicemail
File View Contacts Tools Call Help
Add Contact Search Call Phones Conference Chat
SeanVoice 10 new events € 4.18
Contacts Dial History
Ken
Today 3:54 PM Duration 00:02

4.9 Skype Caller ID

Sky911 can support Type I FSK Caller ID for Skype call. If Sky911 is connected to one phone with FSK Caller ID support, then user can see the caller's Skype account from display screen when there is an incoming Skype call and the phone is on-hook. As below figure, our Sky911 program can provide information about caller's Skype account, caller's Skype speed dial number and the calling time.



Caller's Skype speed dial number will only be displayed if callee did setup a Skype speed dial number for the caller and callee can call back the Skype contact by using the speed dial number easily without searching efforts. User might be able to use phone's redial function to call back the contact by Skype speed dial number, however, please make sure Sky911 is at VoIP mode by default. If Sky911 is at PSTN mode by default and user wants to press “#” key from phone keypad to switch to VoIP mode and redial contact’s Skype speed dial number, it might not work.

The displayed calling time will be the callee's PC local time and the time displayed will also be decided by the phone supporting format and whether the phone supports time display or not.

There are two ways to set Skype speed dial number: One is to set from Skype GUI for Skype version earlier than 4.0. For Skype version after 4.0, Skype doesn't support

Skype speed dial and user can use Sky911 GUI to set speed dial number by following this user manual sec 4.3.5 Speed Dial Setting Page. If Skype speed dial number is set in both Skype GUI and Sky911 GUI, Skype Caller ID will take Sky911 setting speed dial number for display.

4.10 How to use Call Forward

User can use Sky911 Call Forward function to either make a Skype-Forward to-PSTN call or make a PSTN-Forward to-Skype call after appropriate boxes are checked and forward numbers are assigned.

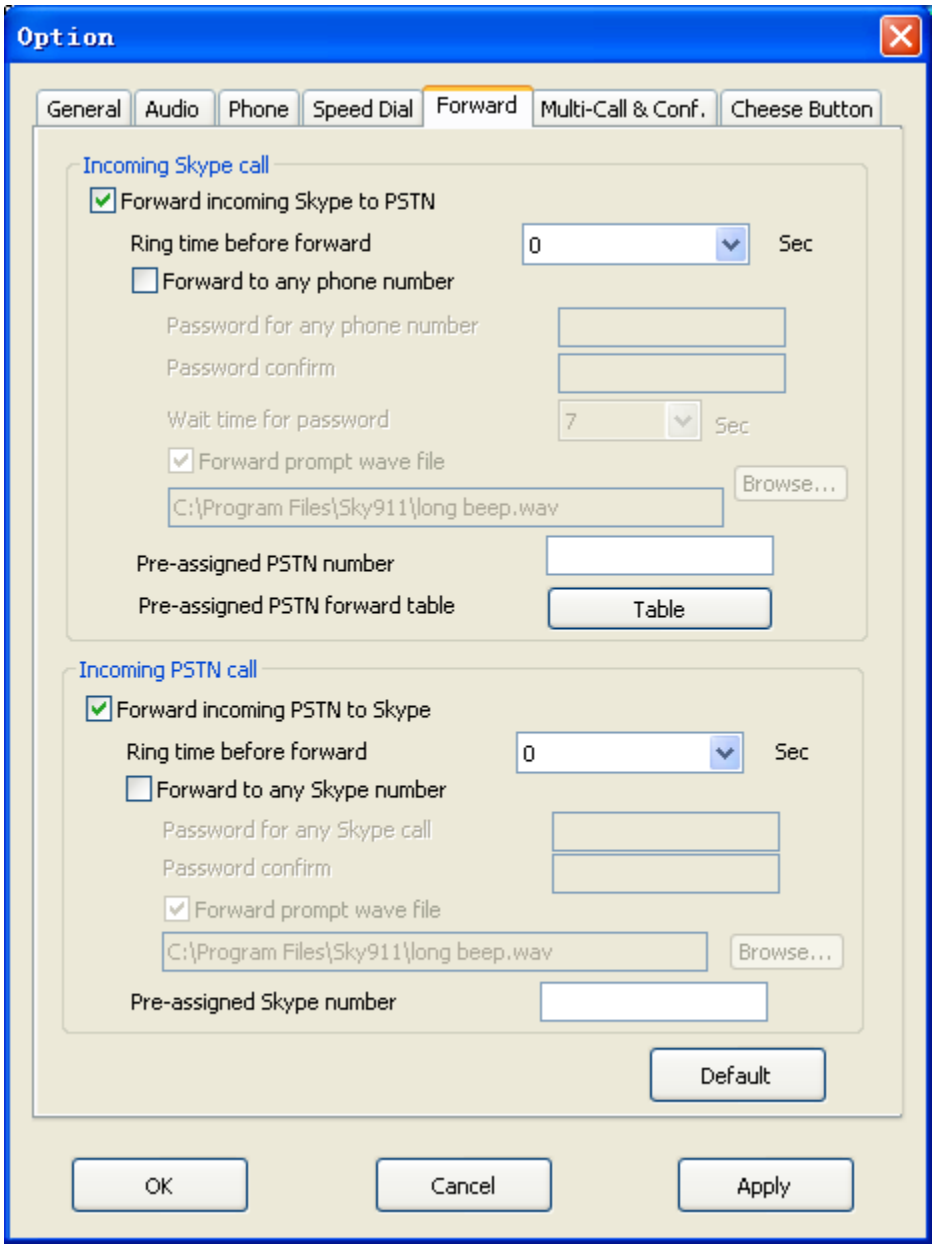
Important notes:

1. **When user wants to use call forwarding function, the PC with Sky911 can't enter into power saving mode.** If user doesn't want the PC keep running, user can disable "When Call Forwarding or Remote Monitor function is enabled, PC won't enter into power saving mode "setting. But user needs to wake up the PC remotely (like sending Magic Packets) or turn on PC automatically via software program when user wants to use this function. Once the Skype account status turns from off-line to on- line, then user can starts to do call forwarding.
2. User needs to make sure the international busy tone in Sky911 GUI Phone Setting Page is correctly set, otherwise Call Forward function might not work properly. For example, user might find the forward call is not disconnected although user has hung up the initial call for call forwarding. User needs to set the international busy tone as setting for user's staying country local Public Switched Telephone Networks by selecting proper country or fill in proper busy tone parameters. For details, user can refer to this user manual Sec. 4.3.4 Phone Setting Page international busy tone setting.
3. Sky911 only supports Call Forward function for Windows XP, Vista and Win 7.

4.10.1 Skype to PSTN Call Forward

User can enable Skype to PSTN Call Forward function by checking "Forward incoming Skype to PSTN" box. After choosing a preferred Ring time before forward

(like 1 second), then any incoming Skype call will be forwarded if user doesn't pick up the call after phone rings for 1 second. User needs to type up to 6 digits 0~9 Arabic numerals as password. This password can protect user from any unwanted PSTN call forwarding.



After user enables "Forward incoming Skype to PSTN" and "Forward to any phone number" function, there are three kinds of call forwarding options. The first one is user can make a Skype call to Sky911 remotely. Then user can make any PSTN call through Call Forward function with password protection. The second option is to set

up a Pre-assigned PSTN number in advance and any incoming Skype call will be forwarded to the Pre-assigned PSTN number if user doesn’t answer the call within the preset Ring time before forward. The third option is user can assign different forwarding numbers for different Skype contacts in the Pre-assigned PSTN forward table.

For Forward to any phone number, user needs to press password +"＊" (or "＊" only if user doesn’t set password) from Skype dialing pad/PC keyboard or Skype phone device after the Skype call is connected and Forward prompt message (two "Beep" tones as default prompt) is finished. Then user will hear the familiar PSTN dial tone if password+"＊" or "＊" is pressed correctly, otherwise user will get password incorrect reminding message up to two times. User can press password +"＊" (or "＊" only if user doesn’t set password) again. After hearing PSTN dial tone, user can dial any PSTN number.

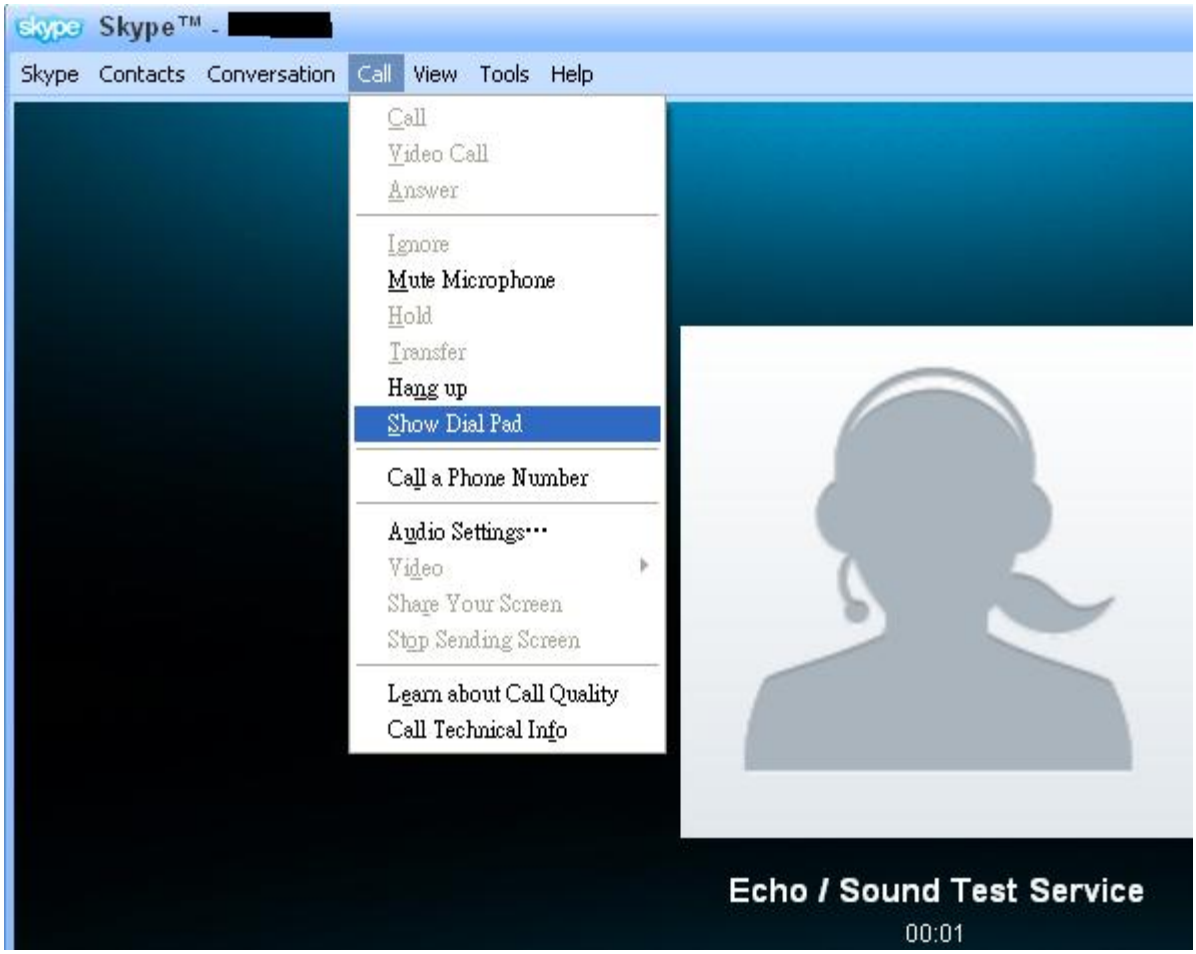
With Skype to PSTN Call Forward function enabled, user can set a pre-assigned PSTN number to get the incoming Skype call when the Skype call can’t be picked up within the preset ring time. The incoming Skype call will be forwarded to the pre-assigned PSTN number.

User can assign different PSTN forwarding numbers for different Skype contacts. Then the forwarding PSTN number will be decided according to the Pre-assigned PSTN forwarding table and incoming Skype call caller ID if user doesn’t answer the incoming Skype call within the preset Ring time before forward. The forward priorities will be Pre-assigned PSTN number, then Pre-assigned PSTN forward table.

Note: 1. Recommend user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

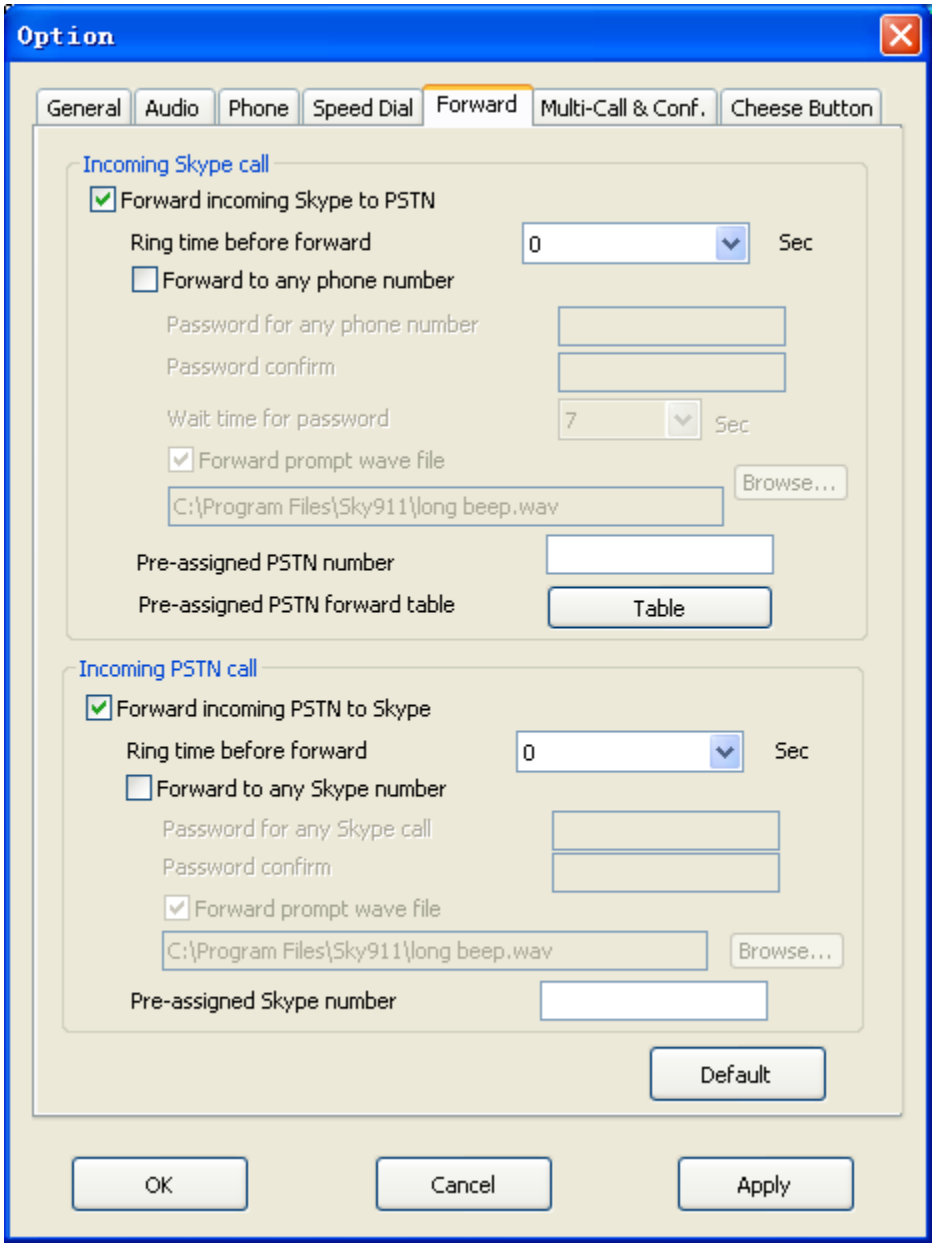
2. When user changes wait time for password in Skype to PSTN call forwarding setting page, the wait time for password in remote monitor setting window will be changed accordingly.
3. When user wants to use Call Forward function via smart phone, please make sure there is no internet down load or running too many programs since related information like password needs to be sent out in time.
4. Skype Dial Pad during a call is located at different locations for different

Skype version. Below is the example for Skype 5.6.0.110.



4.10.2 PSTN to Skype Call Forward

User can enable PSTN to Skype Call Forward function by checking “Forward incoming PSTN to Skype” box. Choose a preferred Ring time before forward like 1 second and one password (up to 6 digits 0~9 Arabic numerals). This password can protect user from any unwanted Skype/SkypeOut call forwarding. There is a default Forward prompt wave file (two “Beep” tones) to inform user it is time to place a Skype forward call when “Forward incoming PSTN to Skype box” is checked. Or user can record personal Forward prompt message in wave file and browse the file to enable it.



Then user can make a PSTN call remotely to Sky911 PSTN line. With “Forward incoming PSTN to Skype” and "Forward to any Skype number" function enabled, user can make any Skype/SkypeOut call through call forwarding function with or without password protection. User needs to press password +"＊" (or"＊" only if user doesn’t set password) from phone keypad after the PSTN call is connected and Forward prompt message (two "Beep" tones as default prompt) is finished. Then user will hear one Skype dial tone if password is pressed correctly, otherwise user will get password incorrect reminding message up to two times. User can press password +"

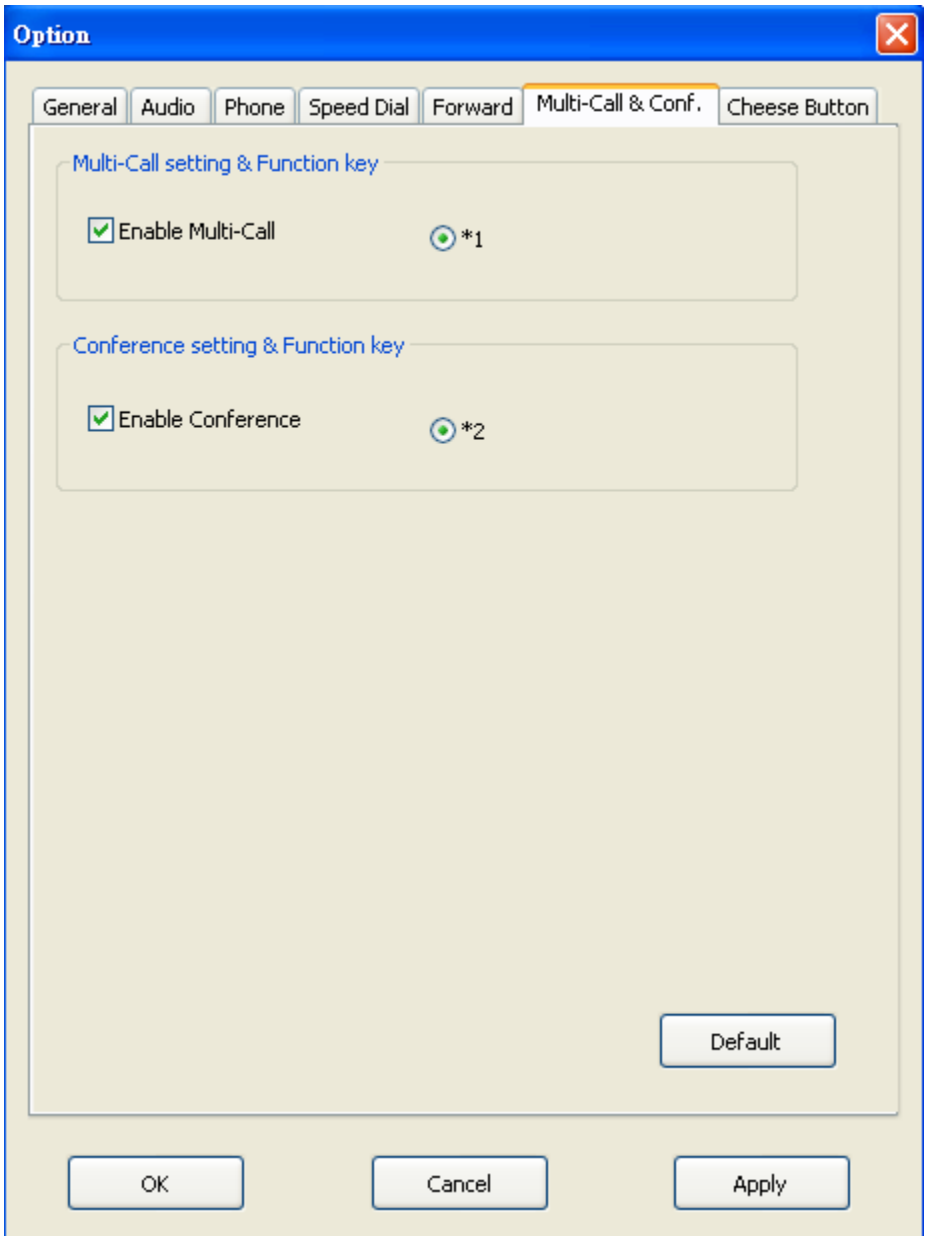
＊" (or"＊" only if user doesn’t set password)again. After hearing Skype dial tone, user can dial any Skype speed dial number or SkypeOut number +"#" keys from phone keypad. "#" key can be saved and the call will be dialed out after 5 seconds. The first digit of Skype or SkypeOut number needs to be pressed within 5 seconds, or the call will be disconnected. And the delay between any two continuous dialing digits can't exceed 5 seconds, or the forwarding calling number might be partially dialed out.

With PSTN to Skype Call Forward function enabled, user can set a pre-assigned Skype number to get the regular PSTN call when the incoming PSTN call can’t be picked up within the preset ring time. The incoming PSTN call will be forwarded to the pre-assigned Skype or SkypeOut number.

Note: Recommend user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

4.11 Make a Multi-Call

Make sure Multi-Call function is enable before making a Multi-Call and Multi-Call function key is “＊1”. User can engage in a one-on-one talk with the maximum of 3 Skype contacts and one PSTN contact and switch between them by using the function key “＊1”. Multi-Call can be done when user is making or answering a call.



Note: 1. In order to prevent possible troubles when user presses “*” key during a PSTN service call such as 800, we need user to start a Multi-Call from a Skype call. User can’t make a PSTN call first and then add another Skype contacts for a Multi-Call.

2. If user is calling a Skype contact with a voice mail on-going, the call can't be reserved and user can press “*” key to disconnect the call.

4.11.1 Make a Skype Multi-Call

1. When a Skype call is undergoing, pressing the Multi-Call function key “＊1” will put the current Skype call on hold. There will be a dial tone to inform user it is time to add another Skype contact by dialing the speed dial number(followed by “#” key for an immediate call). The same procedure can be repeated until the maximum of 3 Skype contacts have been added.
2. User can also use the Skype window interface to make a Multi-Call. Then pick up the phone receiver and wait for the contacts to proceed with the call.
3. When there are more than two Skype users in a Multi-Call, user might hear a busy tone for 5 seconds if the Skype contact doesn’t answer the call or hang up during conversation. Then a Skype dial tone comes up and user can decide to add a new contact or press “＊1” keys to switch to the reserved call. However, there won’t be busy tone played if the reserved contacts hang up.
4. When user presses Multi-Call function key “＊1”, user needs to press key “1” after key “＊” within 3 seconds. Otherwise the current call will be hung up and won’t be reserved.

4.11.2 Make a PSTN/Skype Multi-Call

In order to prevent possible troubles when user presses “＊”key during a PSTN service call such as 800, we need user to start a Multi-Call from a Skype call. User can’t make a PSTN call first and then add another Skype contacts for a Multi-Call.

1. User can follow previous section - Make a Skype Multi-Call to add Skype contacts. If user would like to add PSTN contact for a Multi-Call, user needs to press Multi-Call function key “＊1” to hold current Skype contact, then press “#” key to switch to PSTN mode and make a PSTN call.
2. Add the waiting call into a Multi-call during a Skype call: When user is talking with a Skype contact and there is another incoming PSTN or Skype call coming, user will

hear an interrupt tone. There will be one tip to guide user to press “＊1” keys to reserve the current Skype call and answer the incoming PSTN call. At this moment, user can press “＊” key to cancel the current Skype or PSTN call. If the PSTN contact is disconnected, user needs to press “＊” key to close the PSTN call and get a Skype dial tone. Now user can add a new PSTN call. User can press keys “＊1” twice to switch back to the reserved Skype contact. After pressing “＊1” keys one time, user will hear a Skype dial tone, user can add a new Skype or PSTN(only one PSTN contact in a Multi-Call) contact or switch back to reserved Skype contact by pressing “＊1” keys again. If user doesn’t answer the incoming Skype call after 10 seconds and tool tip disappears, the incoming call will be rejected. If the incoming call is PSTN, waiting call tool tip will disappear after 10 seconds, user can still talk to the PSTN contact by pressing “＊1” and “#” keys if the PSTN caller is still waiting. Please be reminded that user will take the waiting PSTN call if the waiting PSTN is still calling you when user wants to add another PSTN for the Multi-Call by pressing “＊1” and “#” keys. After picking the waiting PSTN call, user can press “＊” key to cancel this PSTN call and get a Skype dial tone. Then add a new PSTN call for the Multi-Call.

3. Add the waiting call into a Multi-call during a PSTN call: When user is talking with a PSTN contact and there is another Skype call coming, user will hear an interrupt tone. There will be one tip to guide user to press “＊1” keys to reserve the current PSTN call and answer the incoming Skype call. User can press keys “＊1” twice to switch back to the reserved PSTN call. After pressing “＊1” keys one time, user will hear a Skype dial tone, user can add a new Skype contact (only one PSTN contact in a Multi-Call) or switch back to reserved PSTN contact by pressing “＊1” keys again. If user doesn’t answer the incoming Skype call after 10 seconds and tool tip disappears, the incoming call will be rejected.
4. For busy tone, user can refer to this user manual Sec. 4.11.1 Make a Skype Multi-Call .
5. When user presses Multi-Call function key “＊1”, user needs to press key “1” after

key “∗” within 3 seconds. Otherwise the current call will be hung up and won’t be reserved.

4.11.3 Switch calls in a Multi-Call

When user wants to switch between contacts in a Multi-Call, he/she can press the ”∗” and “1” keys and soon there is a Skype dial tone coming up. Pressing the “∗” and “1” keys again after the dial tone, the talk is then switched to the next reserved call.

The sequence of the switch circulation is the same as the sequence these calls were established. For example, user sets up call 1 to call 5. After user talks to call 5, the next switch will be call 1.

4.11.4 Hang up the current call

1. During a Multi-Call call (at least 2 contacts), the current call will end after 3 seconds if user presses “∗” key. A Skype dial tone comes up and user can decide to make a new call or switch back to the reserved call.
2. If the current call is a PSTN call, pressing “∗” key will disconnect the PSTN call and switch to VoIP mode, and then a Skype dial tone comes up.
3. When user wants to cancel the current dialing call, press the “∗” key. The dialing call can be cancelled and then a dial tone comes up. User can decide to make a new call or press Multi-Call function key “∗1” to switch to next reserved call.
4. When user makes a Multi-Call to a contact with Skype Voicemail function enable, user can decide to hang up the call by pressing “∗” key or Multi-Call function key “∗1” when the call enters contact’s Voicemail. Then a dial tone comes up and user can decide to make a new call or switch to a reserved contact by pressing Multi-Call function key “∗1” again.
5. When user makes a Multi-Call to a contact with an answering machine phone, user can decide to hang up the call by pressing “∗” key when the call enters contact’s answering machine voice mailbox. Then a dial tone comes up and user can decide

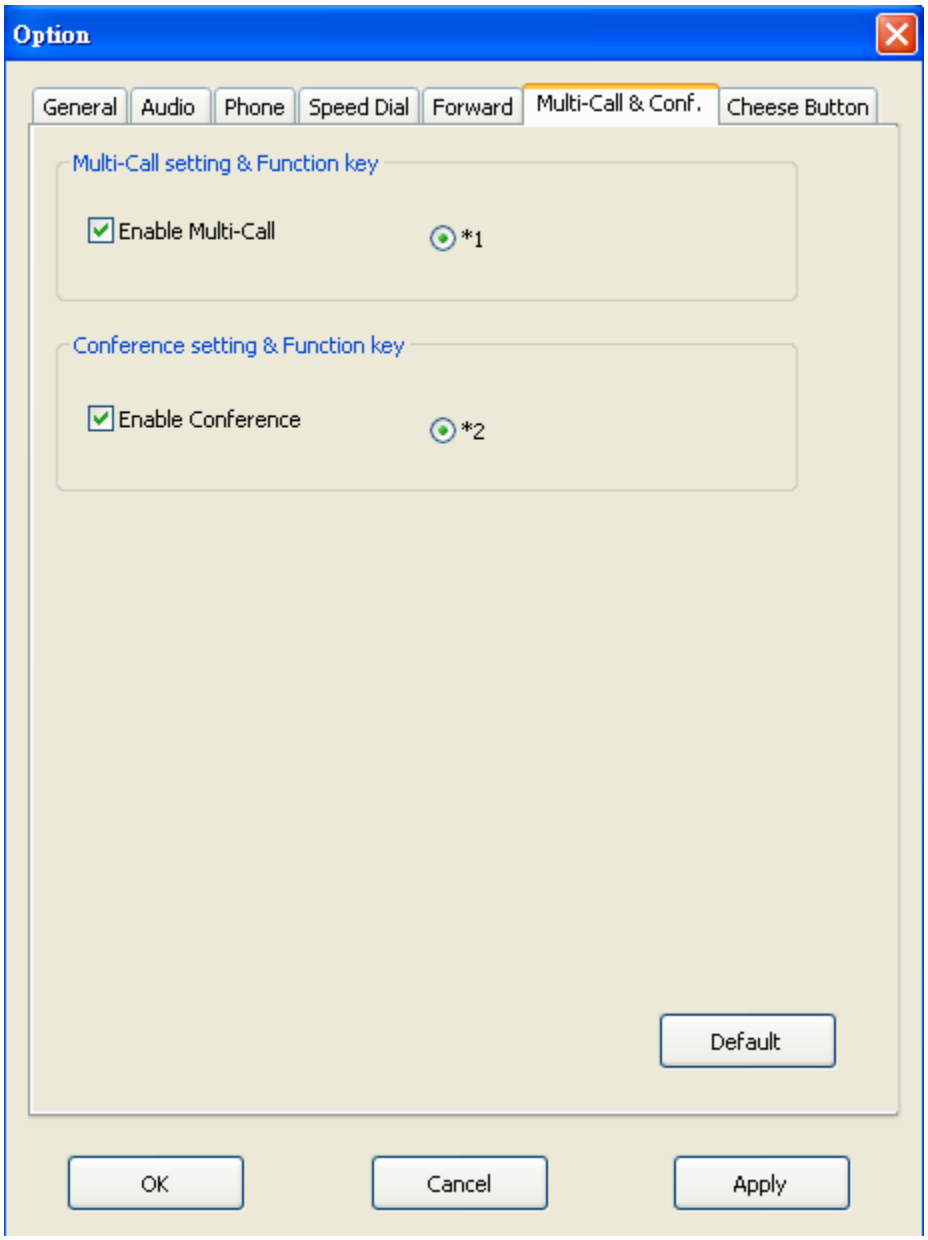
to make a new call or switch to a reserved contact by pressing Multi-Call function key “＊1”.

4.11.5 End all calls

User can hang up the phone to end all calls.

4.12 Make a Conference Call

User must make sure Conference call function is enable and the function key is“＊2”.



User should be able to setup a one-on-many talk with the maximum of 4 Skype users and 1 PSTN user simultaneously, but it can only be started when user is on a Skype call.

In order to prevent possible troubles when user presses “*” key during a PSTN service call such as 800, we need user to start a Conference call from a Skype call. User can’t make a PSTN call first and then add another Skype contacts for a Conference call.

4.12.1 Make a PSTN/Skype Conference Call

In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Conference call from a Skype call. User can't make a PSTN call first and then add another Skype contacts for a Conference call.

1. Default operation mode is PSTN mode: Press "#" key to switch to VoIP mode and make a Skype call and then the Conference function key "＊2". The current Skype call will be put on hold. Soon there will be a dial tone coming up to inform user it is time to add another contact. If you want to add one Skype contact, dial the speed dial number of the Skype contact (followed by "#" key for an immediate call). Then three parties will be in a Conference. However, user needs to press "#" key to switch to PSTN mode if user wants to add a PSTN contact. The same procedures can be repeated until the maximum of 4 Skype contacts and one PSTN contact join the Conference.
2. Default operation mode is VoIP mode: Press the Conference function key "＊2" when user is on a Skype call. The current call will be put on hold. Soon there will be a Skype dial tone to inform user it is time to add another contact. If user wants to add another Skype contact, dial the speed dial number of the Skype contact (followed by "#" key for an immediate call). Then three parties will be in a Conference. However, user need to press "#" key to switch to PSTN mode if user wants to add a PSTN contact and then call the contact's phone number. The same procedure can be repeated until the maximum of 4 Skype contacts and one PSTN contact join the Conference.
3. User can also use the Skype window interface to make a Skype Conference call. Then pick up the phone receiver and wait for the contacts to proceed with the call.
4. During a Conference call, when any contact hangs up the call or is disconnected incidentally, there will be a busy tone coming up for 3 seconds. If the hang up call is a PSTN call, user can press "＊" key to only cancel the PSTN call and then make a new PSTN call**,** otherwise user can't invite another PSTN contact for Conference. However, user can directly add another Skype contact if the hang up

contact is a Skype call.

5. When user makes a Conference call to a contact with Skype Voicemail enable, the call will be put separately when Voicemail function starts. The call won't join Conference automatically. User can decide to hang up the call by pressing “＊2” key. Then a dial tone comes up and user can decide to make a new call or go back to the Conference by pressing Conference function key “＊2”.
6. When user makes a Conference call to a contact with an answering machine phone, please be reminded the Conference conversation might be recorded by the answering machine. For confidences, user can choose to hang up the phone and re-establish the Conference call for this case.
7. When user presses Conference function key “＊2”, user needs to press key “2” after key “＊” within 3 seconds. Otherwise the current call will be hung up and won’t be reserved.

4.12.2 Hang up a Conference Call

User can press “＊” key to hang up the established PSTN contact and user can add another PSTN contact. However Skype contact in the Conference won't be hung up by pressing “＊” key.

User can hang up the phone to close the Conference call.

4.13 Skype Remote Monitor

Sky911 can integrate Skype video function and Web CAM to let user monitor home remotely. And it is easy and free. With Remote Monitor function enabled, user can make a Skype call to home’s Skype account which is running with Sky911. **(Don’t set Skype’s built-in call forwarding function in home’s Skype account or login this Skype account in another PC. But Sky911’s call forwarding function can be set for use simultaneously).** Sky911 will automatically pick up the incoming Skype call and enable PC Skype video after user presses the preset password. With a smart phone which supports Skype video, user can easily make a Skype call to check home

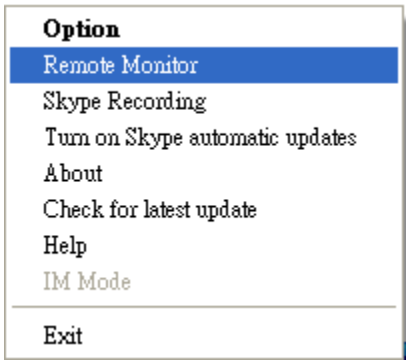
status. Compared with many existing IP CAMs which need a fixed IP address for remote access, Sky911’s remote monitor function is easy and free. Even when user travels abroad, you can care your pets at home easily and free. This function is only available for latest Sky911 hardware.

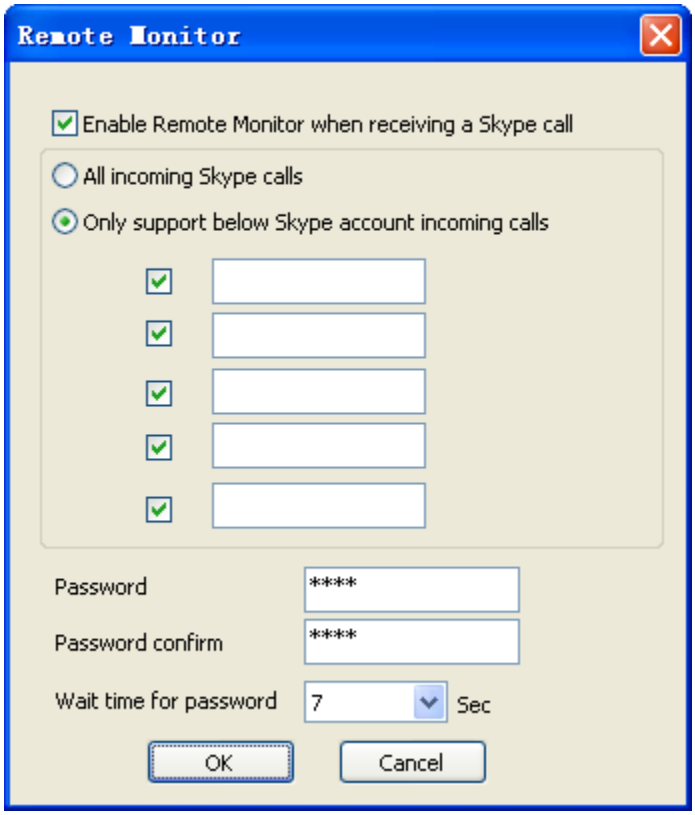
User can click Sky911 tray icon at the right-bottom corner of Windows desktop with right mouse and choose Remote Monitor, then Remote Monitor window will pop out. User needs to click “Enable Remote Monitor when receiving a Skype call” and choose to accept all incoming Skype calls or only assigned Skype accounts for this function. Then set password for this function. Password can be up to 6 digits 0~9 Arabic numerals. Password is not necessary although we strongly suggest user to set a password for general applications. But Sky911's Skype to PSTN call forwarding function can't be set simultaneously if user doesn't set password. The default wait time for password is 7 seconds. User has 7 seconds time to press the first digit of the password and the delay between each input digit can't exceed 7 seconds.

If user chooses to accept ”All incoming Skype calls” for Remote Monitor function, all incoming Skype calls will be picked up automatically by Sky911 and there is no ring for the phone connected with Sky911 until two beeps are heard by caller and caller doesn’t press any key within wait time for password (like 7 seconds). If Sky911 doesn’t receive any phone key/DTMF tone after two beeps from the caller within 7 seconds, Sky911 will ring the connected phone and then this call will follow the normal call process. If the correct password + "∗" key are pressed within 7 seconds, the Remote Monitor function will start to work. With this option, any caller needs to wait two beeps plus 7 seconds to ring the callee to talk. Or user can press "#" key after hearing two beeps to shorten the ring-time wait if user wants to make a voice call to the Skype account with remote monitor enabled. Even after Skype video is started, user can press "#" key to ring the phone for a voice talk with the remote site. For security and privacy reasons, it is not recommended to enable this option unless user needs a specific application.

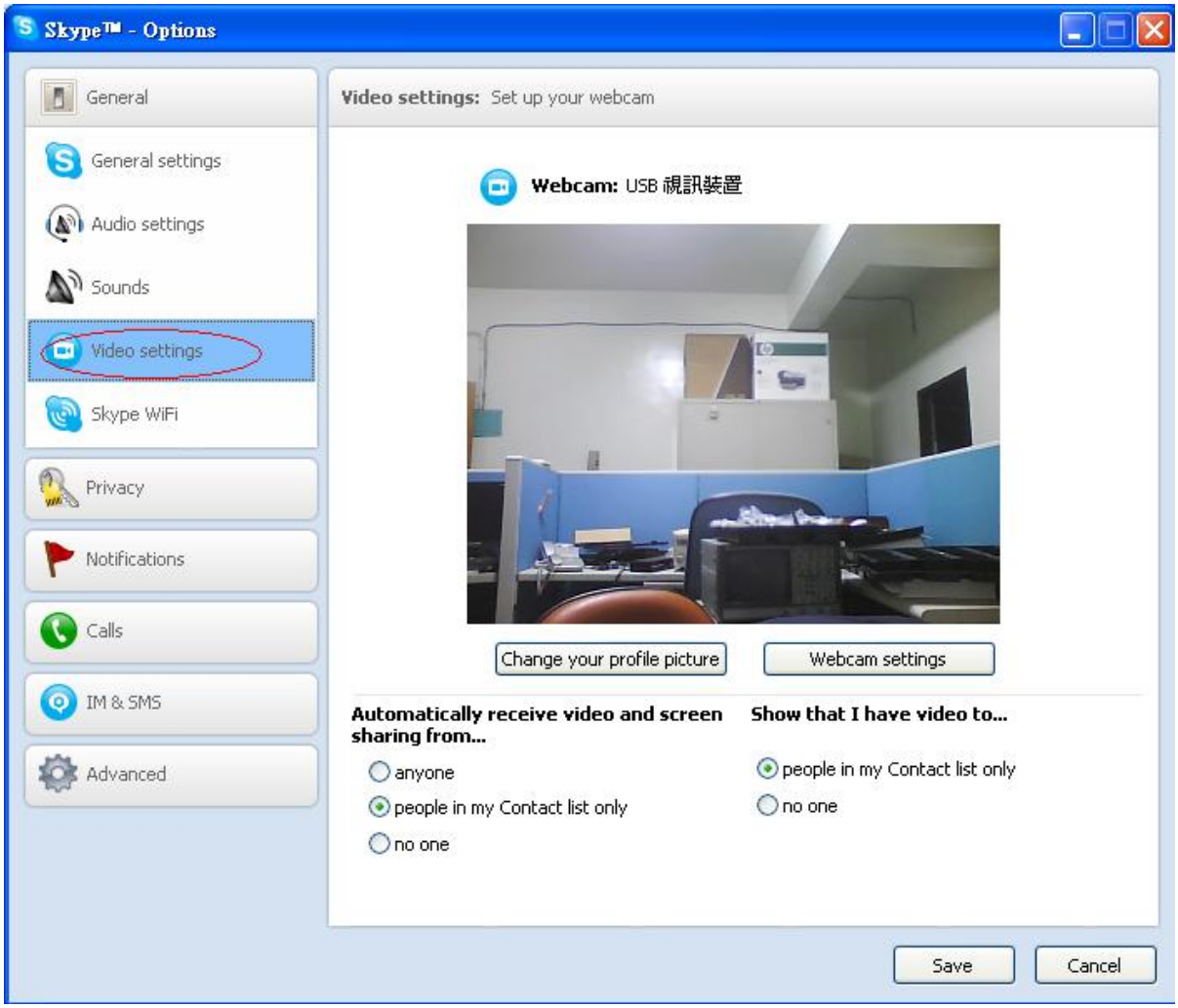
If user chooses to accept the assigned Skype accounts for Remote Monitor function, the assigned incoming Skype calls will be picked up automatically by Sky911 and there is no ring for the phone connected with Sky911 until two beeps are heard by

caller and caller doesn’t press any key within wait time for password(like 7 seconds). If Sky911 doesn’t receive any phone key/DTMF tone after two beeps from the caller within 7 seconds, Sky911 will ring the connected phone and then this call will follow the normal call process. User can press "#" key after hearing two beeps to shorten the ring-time wait if user wants to make a voice call with the assigned Skype accounts. Even after Skype video is started, user can press "#" key to ring the phone for a voice talk with the remote site. If the correct password + "＊" key are pressed within 7 seconds, the Remote Monitor function will start to work. For incoming Skype calls from unassigned Skype accounts, Sky911 will ring the phone immediately and follow the normal call process once there is an incoming call.

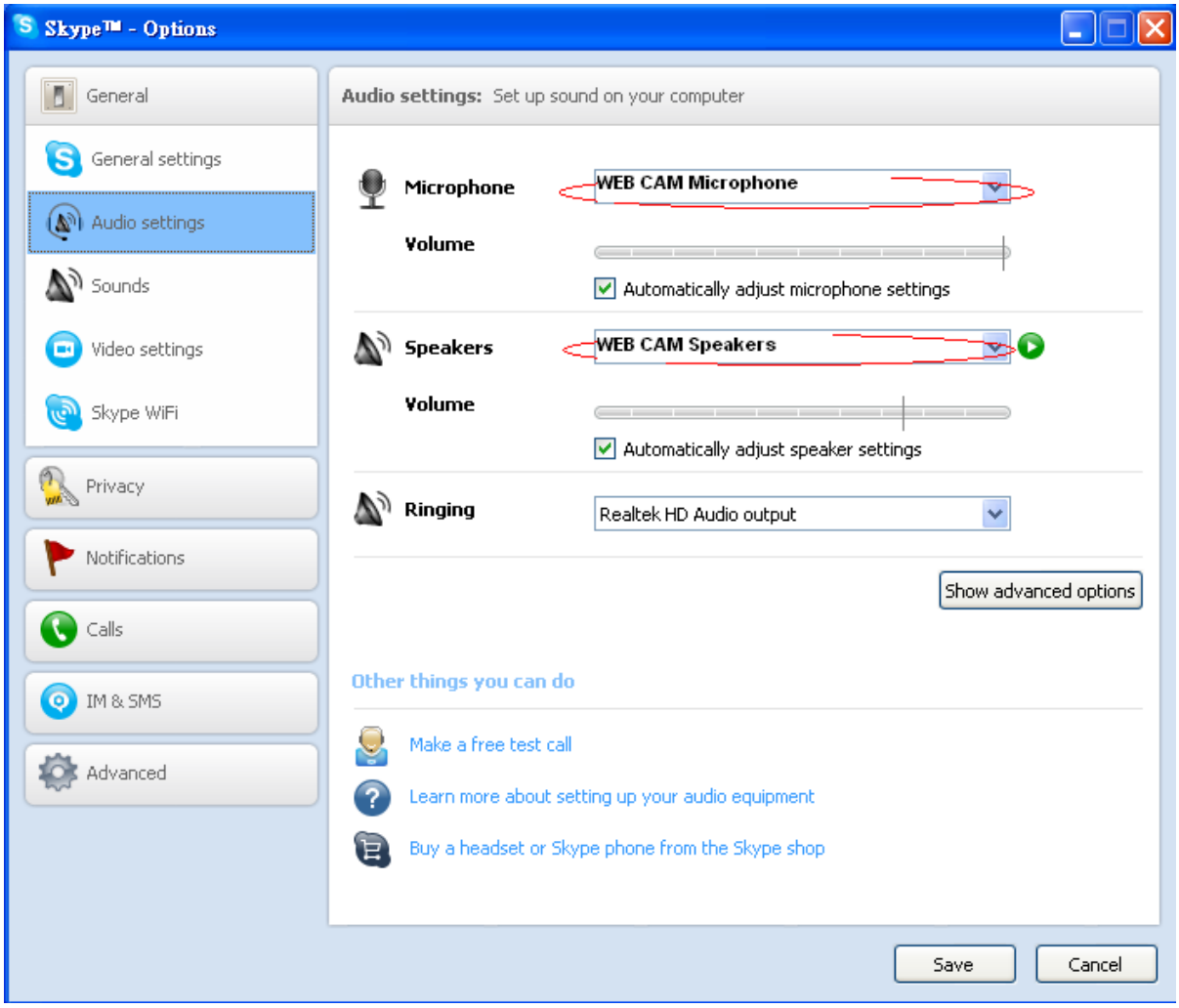




It is strongly recommended to check if Skype can find the camera which user will use for Skype remote monitor and test it before using it. From Skype main window, choose Tools->Options->Video Settings as below figure. User can adjust camera angle for the space which user wants to monitor.



Some camera might have microphone and speakers built-in. With such devices, user can also have voice interaction with the people under monitor. From Skype main window, choose Tools->Options->Audio Settings as below figure to change Skype Microphone and Speakers as the built-in microphone and speaker of camera. When remote monitor function is disabled, Sky911 will automatically change Skype Microphone and Speakers back to Sky911 and user needs to make the change again when he/she wants to use this feature.

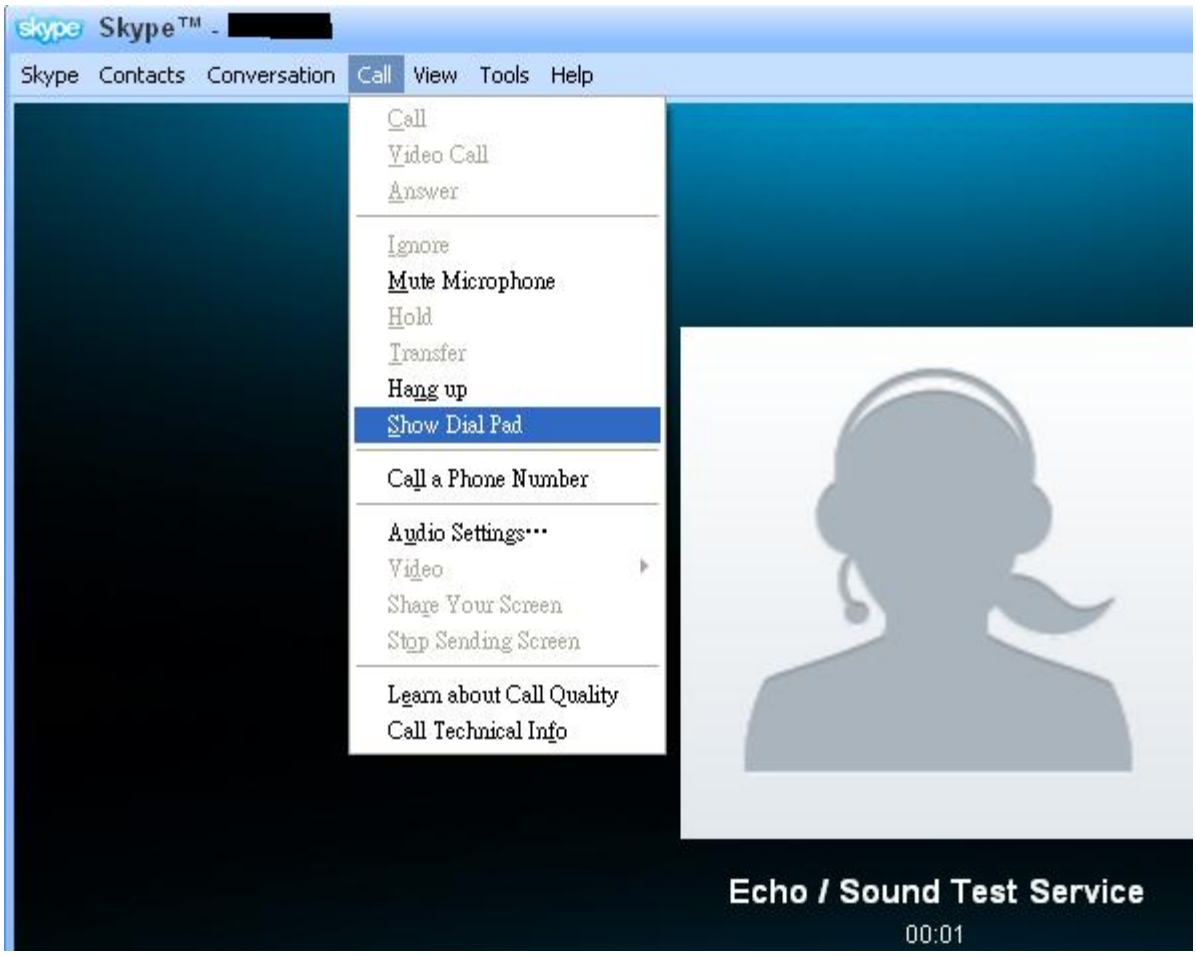


After the setting is done, user can use the assigned Skype account (or any Skype account when user chooses to accept “All incoming Skype calls”) to make a call to the Skype account which is running with Sky911 when user is not home. The incoming Skype call will be picked up by Sky911 automatically and two beep tones (prompt message) will be played, then user needs to press preset password + "＊" key within wait time for password through Skype keypad, PC keyboard or Skype device. If the input is correct, Sky911 will enable Skype video. If the input is incorrect, the call will be disconnected. User can still use the assigned Skype account to make a call to the Skype account running with Sky911 for a voice talk if user doesn’t press any phone key within wait time for password or press “#” key after hearing two beeps. However Sky911 will have a longer delay to ring the connected phone. Even after Skype video is started, user can press "#" key to ring the phone for a voice talk with

the remote site.

Note:

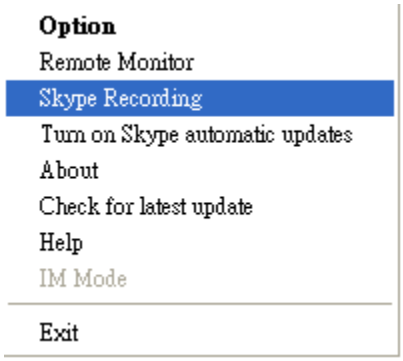
1. When user wants to use Remote Monitor function, the PC with Sky911 can't enter into power saving mode. If user doesn't want the PC keep running, user can disable "When Call Forwarding or Remote Monitor function is enabled, PC won't enter into power saving mode "setting. But user needs to wake up the PC remotely (like sending Magic Packets) or turn on PC automatically via software program when user wants to use this function. Once the Skype account status turns from off-line to on-line, then user can starts to do call forwarding.
2. When user wants to use Remote Monitor function via smart phone, please make sure there is no internet down load or running too many programs when user needs to send out password+ ✳key. Password and ✳key need to be sent in time.
3. When user changes wait time for password in Skype to PSTN call forwarding setting page, the wait time for password in remote monitor setting window will be changed accordingly.
4. Recommend user to change password regularly to protect possible password leak and only enable Skype Remote Monitor function when it is necessary.
5. Skype Dial Pad during a call is located at different locations for different Skype version. Below is the example for Skype 5.6.0.110.

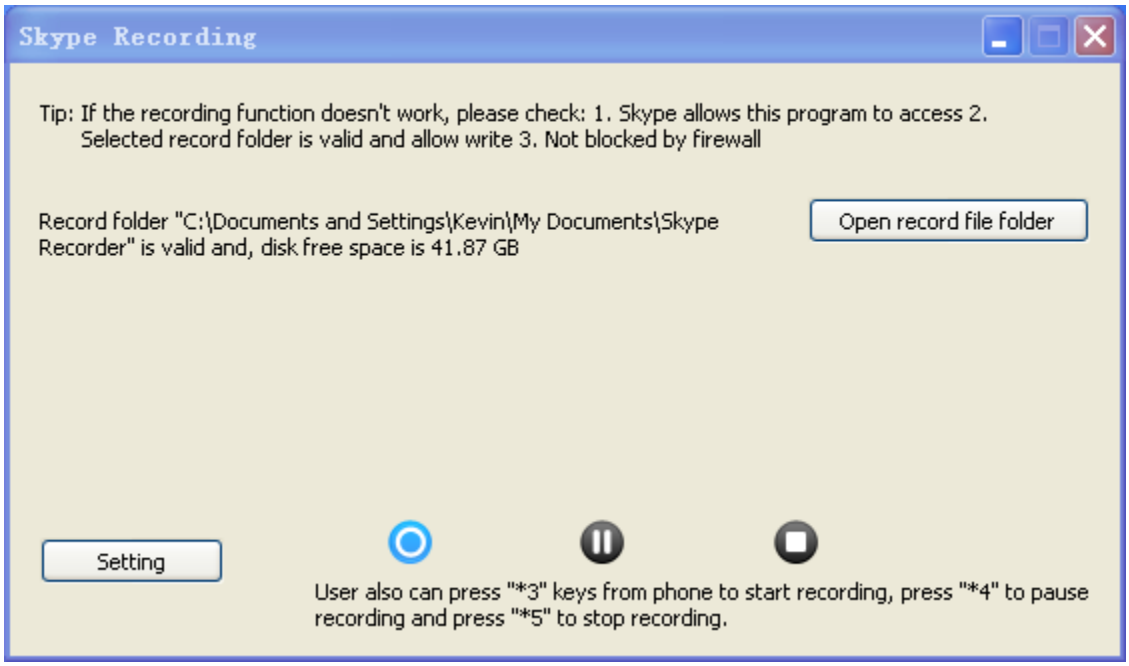


4.14 Skype Recording

User can choose Skype recording for caller, callee or both during a Skype call. The recording files will be saved under My document/Skype record folder. User can manually delete it.

User can click Sky911 tray icon at the right-bottom corner of Windows desktop with right mouse and choose Skype Recording, then Skype Recording window will pop out. When there is a Skype/SkypeOut call in progress, user can press Record button to start recording (or press *3 from phone), press Pause button to pause recording (or press *4 from phone), or press Stop button to stop recording (or press *5 from phone).




Skype Recording
Tip: If the recording function doesn't work, please check: 1. Skype allows this program to access 2. Selected record folder is valid and allow write 3. Not blocked by firewall
Record folder "C:\Documents and Settings\Kevin\My Documents\Skype Recorder" is valid and, disk free space is 41.87 GB
Open record file folder
Setting
User also can press "*3" keys from phone to start recording, press "*4" to pause recording and press "*5" to stop recording.

If user clicks “Setting” button, below Skype recording setting page will pop out. After finishing setting changes, please press OK button to save the changes.

Record file path: The default folder is My document/Skype record. User can choose own preferred folder.

Record source option: User can choose to record voices from caller & caller, caller only or callee only. Default setting is Record caller & callee.

Record format: Support data format WAV, MP3, WMA, OGG and FLAC. Default setting is MP3

Record window will pop out once there is a Skype call: If it is enabled, Recording window will automatically pop out when there is a Skype call in progress. Default setting is disable.

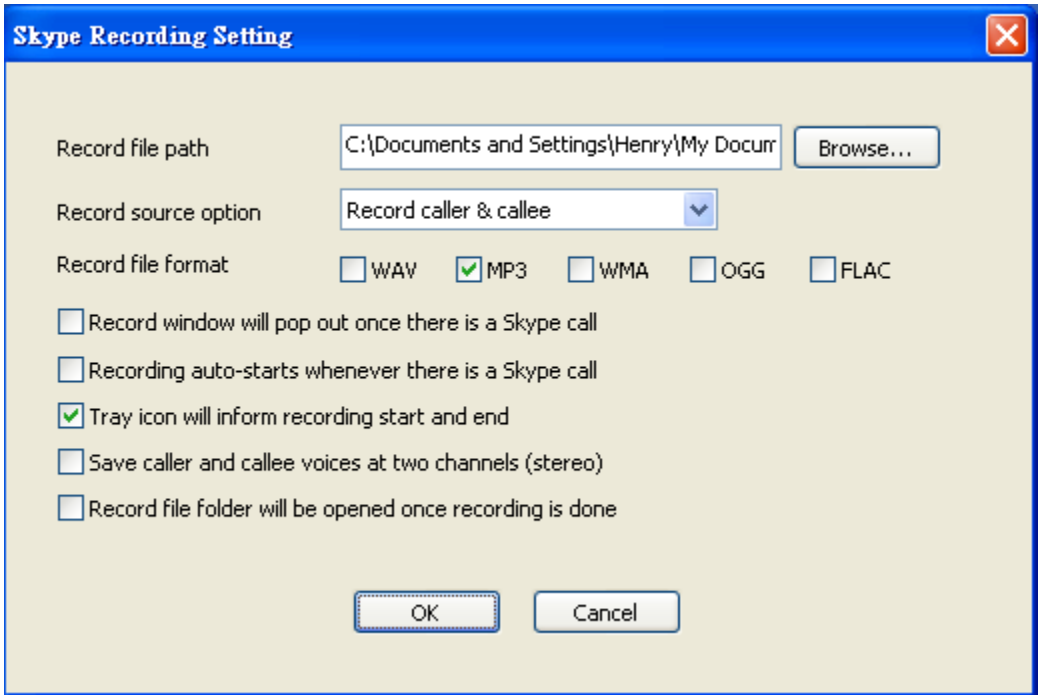
Recording auto-starts whenever there is a Skype call: If it is enabled, recording will

automatically start based on the recording setting once there is a Skype call in progress. Default setting is disable.

Tray icon will inform recording start and end: Default setting is enable.

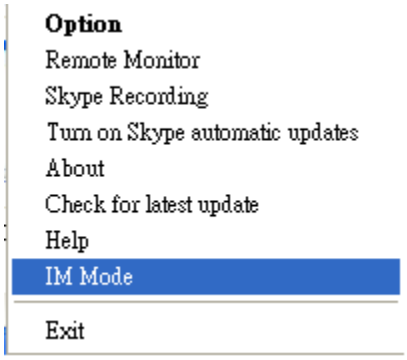
Save caller and callee voices at two channels (stereo): Voices from Caller and callee will be saved at two channels. If it is not set, voices will be saved at one channel (Mono). Default setting is disable.

Recording file folder will be opened once recording is done: Default setting is disable.

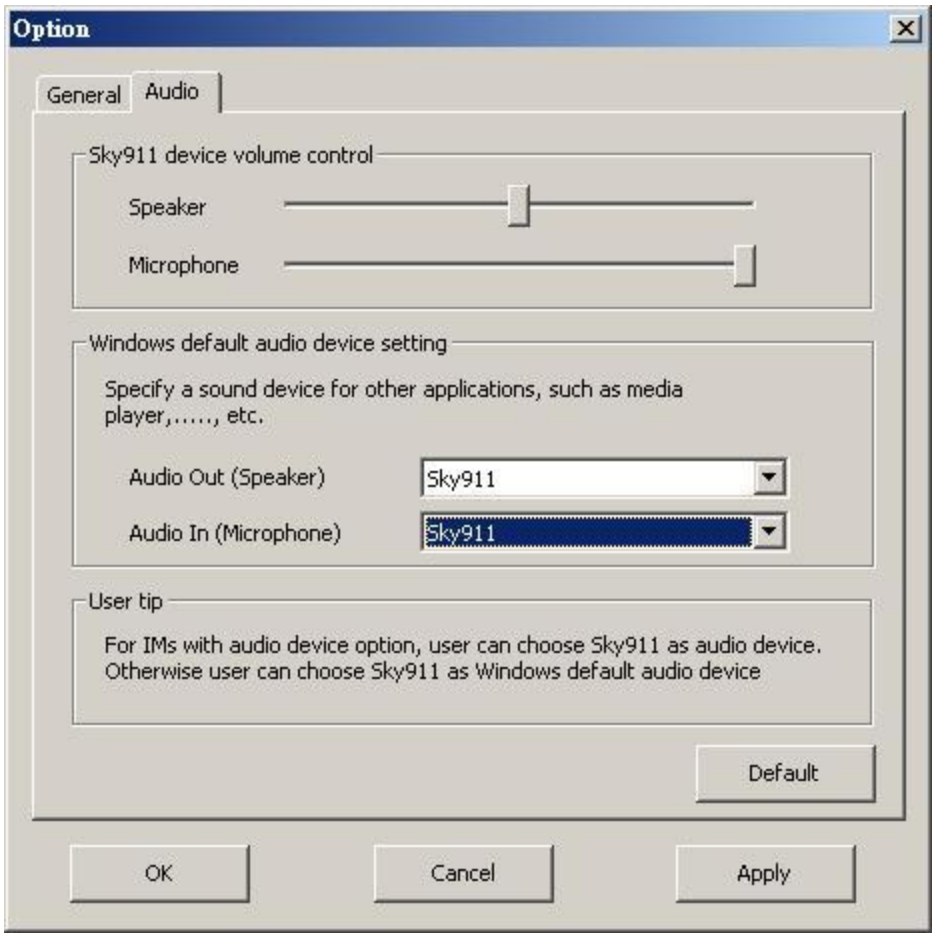


4.15 Other IM Mode

User can use Sky911 for other IMs/Softphones like AOL Instant Messenger/AIM, Windows Live™ Messenger/MSN, Yahoo! Messenger, ..., etc as an audio device by choosing IM mode from Sky911 system tray icon at the right bottom corner of Windows desktop. But user can't press phone keypad to make or answer a call.

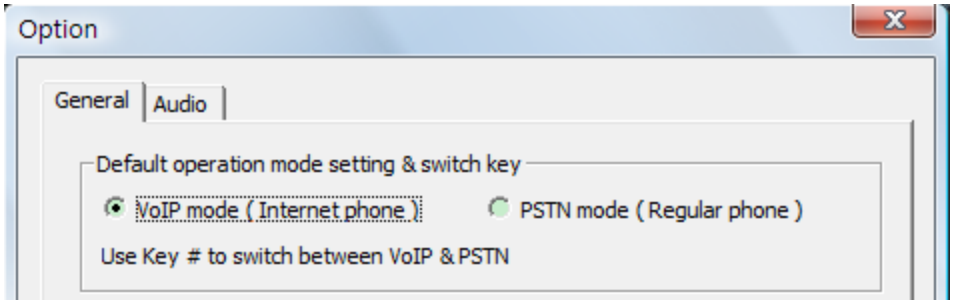


Some other IMs have their own audio device selection like Skype and Yahoo. User can choose Sky911 as the audio device from IM's audio device setting when Sky911 is connected to a PC. After making/receiving a call from a PC, user can pick up the phone connected with Sky911 for conversation. For IMs without audio device setting GUI, user can set PC system audio device as Sky911. However, PC's music output will go to the phone instead of user's PC speaker. Changing PC's system audio device setting can be done through Option page of Sky911 system tray icon as below figure. After Sky911 is chosen as PC's system audio device, please click OK or Apply.



Call operation for IM Mode

In different default operation mode as below figure, call operation will be different when Sky911 enters into IM Mode.


Option
General
Audio
Default operation mode setting & switch key
VoIP mode (Internet phone)
PSTN mode (Regular phone)
Use Key # to switch between VoIP & PSTN

When Sky911 is set in IM Mode and the default operation mode is VOIP, user can press “#” key from phone keypad to switch to PSTN mode, after hearing the familiar PSTN dial tone, user can make regular PSTN calls just as did before. If the default operation mode is PSTN, user just picks up phone and makes regular PSTN calls.

How to answer the interrupt PSTN call

When Sky911 is set in IM Mode and the default operation mode is VOIP, user can pick up phone to take to the contact after making or answering an IM call from PC. During the IM call, user can press “#” key from phone keypad to pick up the interrupt PSTN call after hearing an interrupt tone. However, user can’t press “#” key again to switch back to the waiting IM call. User can hang up the PSTN call and pick up phone again to take the waiting IM call.

When Sky911 is set in IM Mode and the default operation mode is PSTN, after making or answering an IM call from PC, user needs to press “#” key from phone keypad to switch to VOIP mode, then talks to the contact. During the IM call, user can press “#” key to pick up the interrupt PSTN call after hearing an interrupt tone. However, user can’t press “#” key again to switch back to the waiting IM call. After switching to the PSTN call, user can hang up the PSTN call and press "#" key from phone keypad after picking up phone again to take the waiting IM call.

How to answer the interrupt IM call

When user is talking with a PSTN contact and there is another IM call coming, user can’t press “#” key from phone keypad directly to answer the incoming IM call.

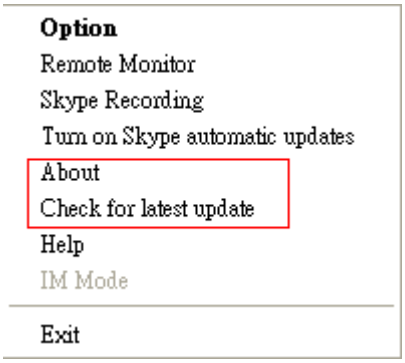
In order to answer the interrupt IM call, user needs to hang up the current PSTN call first. When Sky911’s default operation mode is VoIP, user can talk to the IM contact after answering the incoming IM call from PC and pick up phone. When Sky911’s default operation mode is PSTN, user can talk to the IM contact after answering the incoming IM call from PC and picking up phone with pressing “#” key from phone keypad.

5. FAQs

Any encounters of problems regarding using this product, please refer to the following troubleshooting information, which contains a list of many frequently asked questions (FAQ).

Q1: How to get latest Sky911 software?

A: Sky911 formally supports on-line upgrade after software version 2.1.0.130. If user installs Sky911 version 2.1.0.130 or later, user will get upgrade reminder whenever there is a newer Sky911 software release. User can make the decision whenever Sky911 upgrade reminder pops out. If user chooses “Do not upgrade and don't remind me”, then user won’t get the upgrade reminder again unless user uninstalls Sky911 software and installs again. However, user can check and download the latest version from “Check for latest update” of Sky911 tray icon at the right bottom corner of Windows desktop as below when Sky911 is running. User can find current Sky911 software version from “About” in below tray icon.



Q2: Why Sky911 can't work properly after Sky911 is correctly installed in my PC USB port?

A: Sky911 is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If Sky911 can't work properly after this device is successfully installed, please unplug this device and plug into another PC USB port, or replace the USB cable with a new good quality one between this device and PC USB port or use USB hub with enough power supply to connect this device and PC USB port.

We found some PC USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality, it will cause Sky911 malfunction. For this case, we recommend you to re-plug Sky911 into another USB port or use one USB hub with enough power to connect PC USB port and Sky911.

Q3: How do I know that Sky911 is successfully installed?

A: The easy way is to check below items.

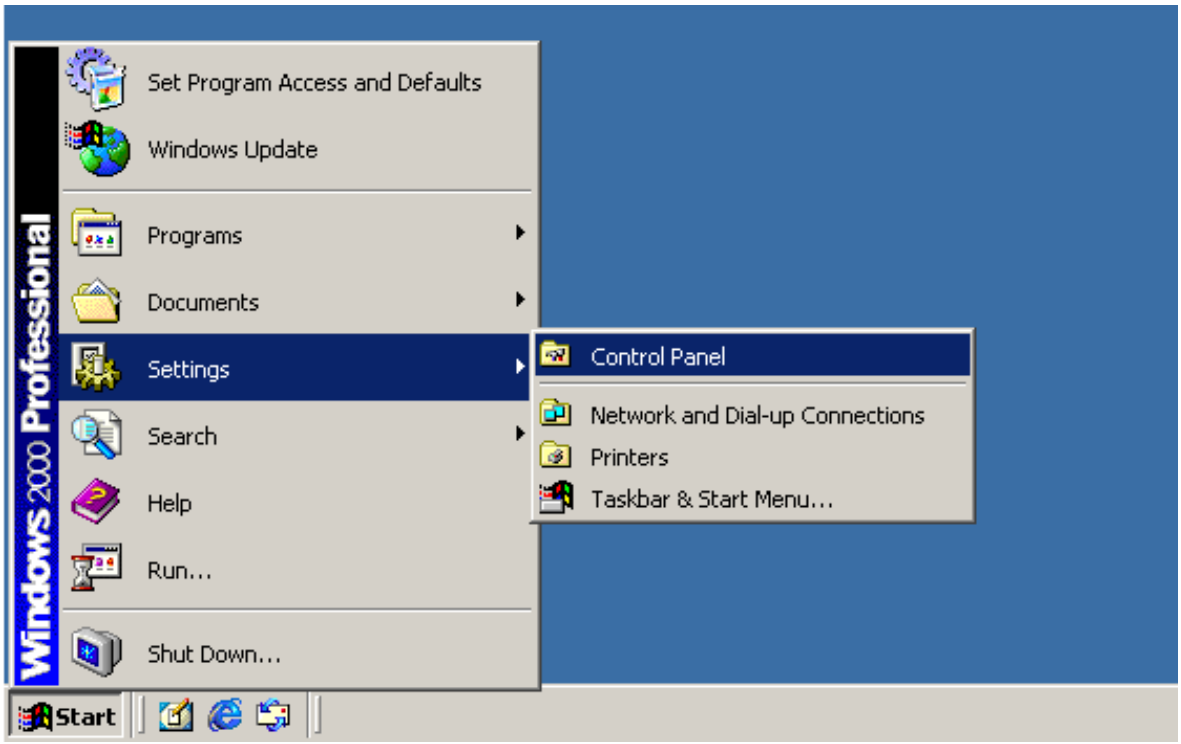
a. Check whether Sky911 system tray icon at the right-bottom corner of Windows desktop presented either or (no landline) and system tray icon shows Sky911 when mouse cursor is put on Sky911 system tray icon.

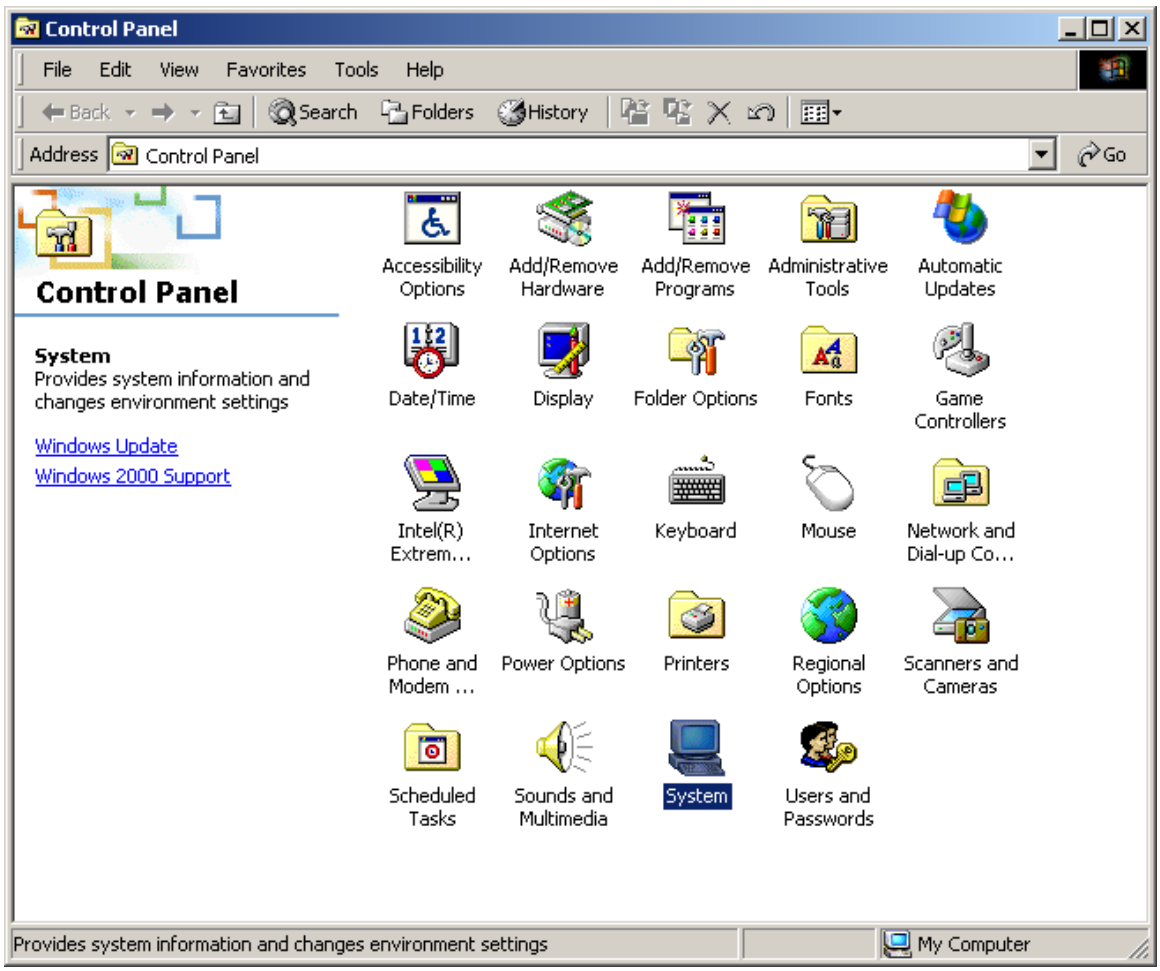
b. Hear the different Skype dial tone when you pick up the phone receiver and Sky911 LED is solid blue if the default operation mode of Option dialogue in Sky911 system tray icon is VoIP. Sky911 LED will turn solid green if you press "#" key and will hear the familiar landline dial tone.

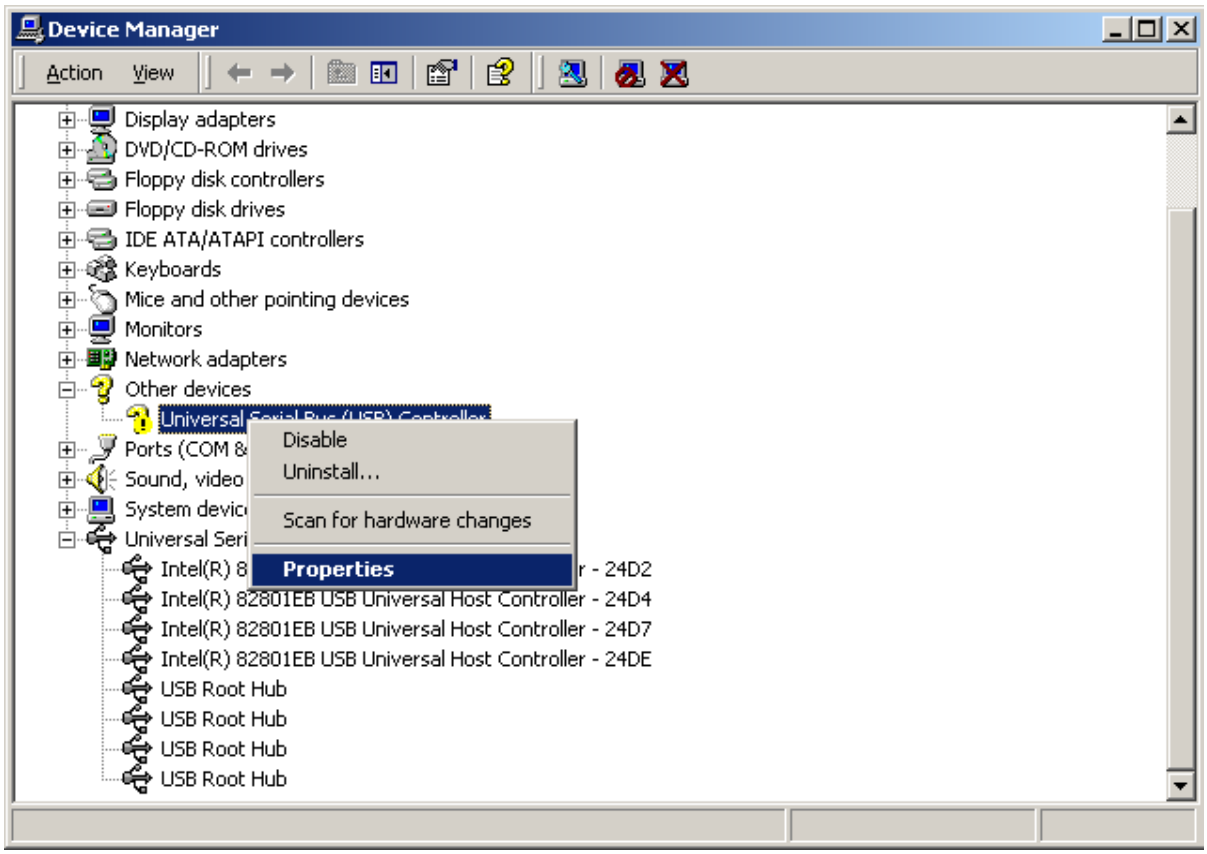
Q4: Why some of my computer USB ports don't work with Sky911?

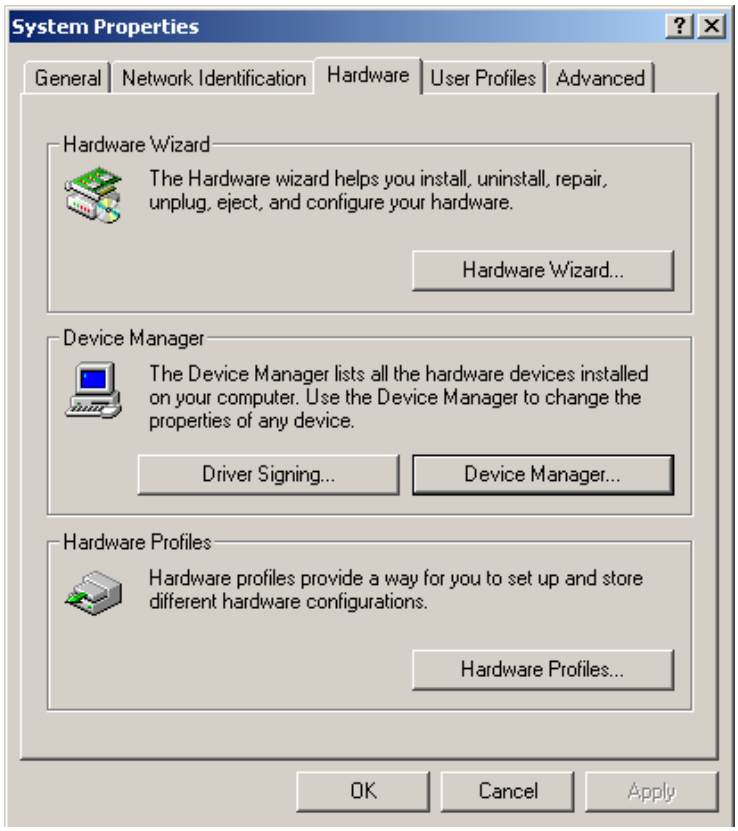
A: Some Windows 2000 or Windows XP systems might have driver problem with their USB 2.0 ports since both operation systems have been released before USB 2.0 is available. However, Microsoft's Windows 2000/XP latter service pack has added support for USB2.0. User can access Microsoft web site and search by USB/FAQ or link http://www.microsoft.com/whdc/system/bus/USB/USBFAQ_intro.mspx to find more information.

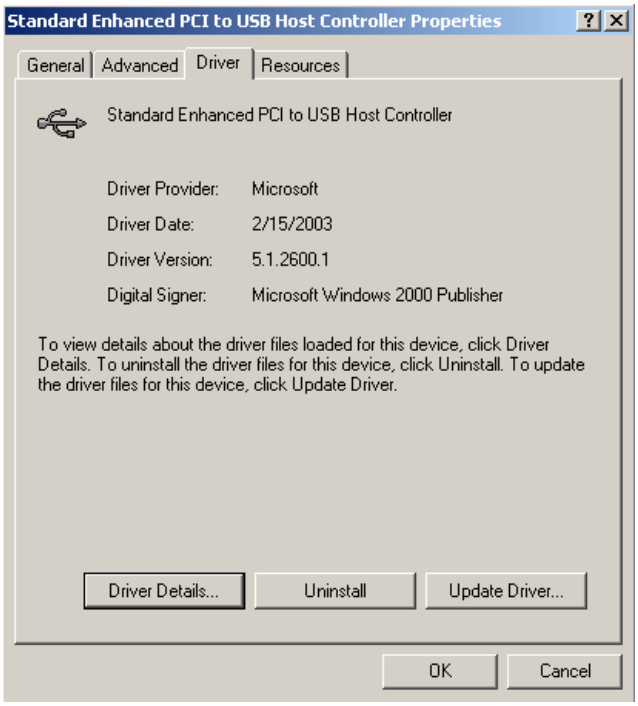
User can check Windows device manager as following procedures to see whether your problem is related with USB driver or not. After USB driver is updated, your USB ports should work with Sky911 and other USB devices.


Windows 2000 Professional
Set Program Access and Defaults
Windows Update
Programs
Documents
Settings
Search
Help
Run...
Shut Down...
Control Panel
Network and Dial-up Connections
Printers
Taskbar & Start Menu...
Start


Control Panel
File Edit View Favorites Tools Help
Back Search Folders History
Address Control Panel
Go
Control Panel
System
Provides system information and changes environment settings
Windows Update
Windows 2000 Support
Accessibility Options
Add/Remove Hardware
Add/Remove Programs
Administrative Tools
Automatic Updates
Date/Time
Display
Folder Options
Fonts
Game Controllers
Intel(R) Extrem...
Internet Options
Keyboard
Mouse
Network and Dial-up Co...
Phone and Modem ...
Power Options
Printers
Regional Options
Scanners and Cameras
Scheduled Tasks
Sounds and Multimedia
System
Users and Passwords
Provides system information and changes environment settings
My Computer

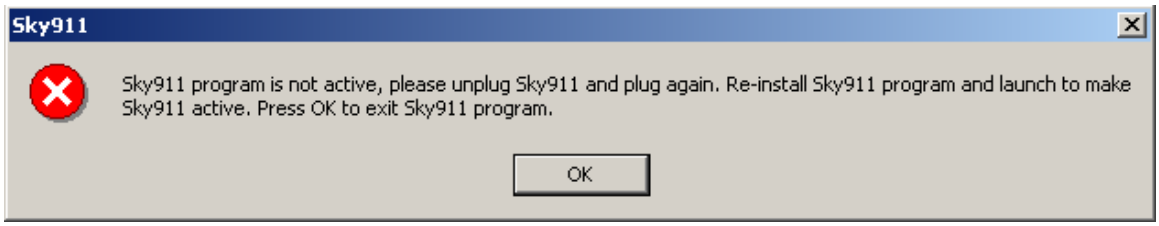

Device Manager
Action
View
Display adapters
DVD/CD-ROM drives
Floppy disk controllers
Floppy disk drives
IDE ATA/ATAPI controllers
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Other devices
Ports (COM &
Sound, video
System devic
Universal Seri
Disable
Uninstall...
Scan for hardware changes
Properties
Intel(R) 8
r - 24D2
Intel(R) 82801EB USB Universal Host Controller - 24D4
Intel(R) 82801EB USB Universal Host Controller - 24D7
Intel(R) 82801EB USB Universal Host Controller - 24DE
USB Root Hub
USB Root Hub
USB Root Hub
USB Root Hub


System Properties
General
Network Identification
Hardware
User Profiles
Advanced
Hardware Wizard
The Hardware wizard helps you install, uninstall, repair, unplug, eject, and configure your hardware.
Hardware Wizard...
Device Manager
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.
Driver Signing...
Device Manager...
Hardware Profiles
Hardware profiles provide a way for you to set up and store different hardware configurations.
Hardware Profiles...
OK
Cancel
Apply


Standard Enhanced PCI to USB Host Controller Properties
General
Advanced
Driver
Resources
Standard Enhanced PCI to USB Host Controller
Driver Provider: Microsoft
Driver Date: 2/15/2003
Driver Version: 5.1.2600.1
Digital Signer: Microsoft Windows 2000 Publisher
To view details about the driver files loaded for this device, click Driver Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver.
Driver Details...
Uninstall
Update Driver...
OK
Cancel

Q5: In some computers, user might get Windows pop-out message to ask for Windows to restart after user 1st time plugged in Sky911 into one USB port. Should user restart Windows to make the new setting valid?

A: It is not necessary to restart Windows as the pop-out message. Just ignore it and continue to install Sky911 AP program, then enjoy Sky911 without restarting Windows. In some Windows 2000 systems, user might encounter problems after Sky911 program installation completes and Windows 2000 pops up message as below. User can click OK button, then unplug Sky911 and plug again or restart Windows 2000. Re-install Sky911 AP program and launch through start menu or Sky911 desk icon to make Sky911 active.

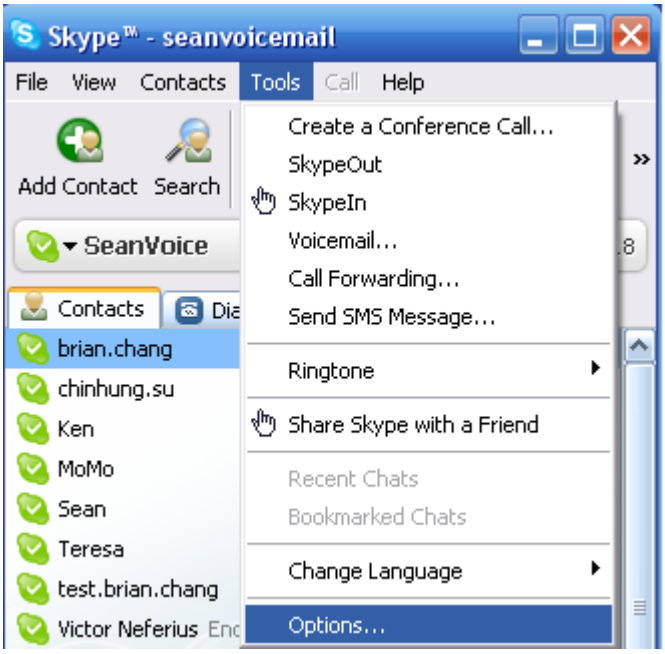

Sky911
Sky911 program is not active, please unplug Sky911 and plug again. Re-install Sky911 program and launch to make Sky911 active. Press OK to exit Sky911 program.
OK

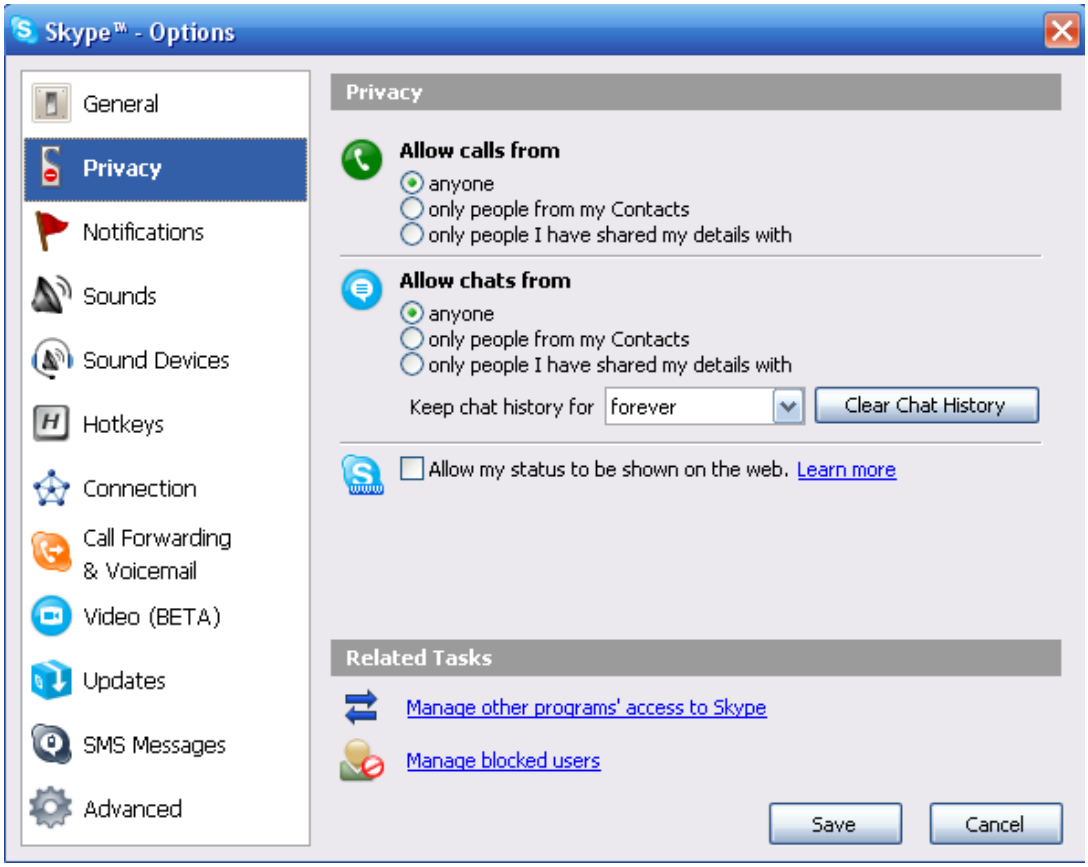
Q6: Why I still can't use Sky911 after the hardware and software are successfully installed?

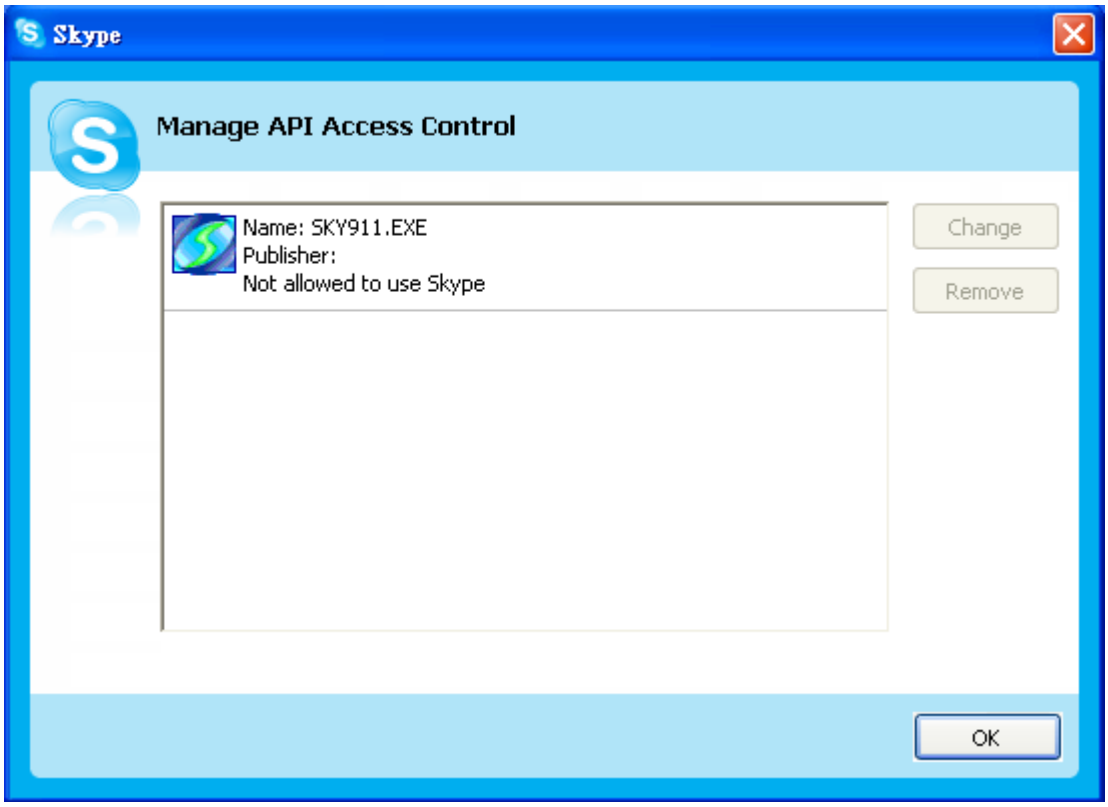
A: Whenever the Sky911 AP software is launched, Skype will invoke one warning window "Another program wants to use Skype". If you choose "Do not allow this

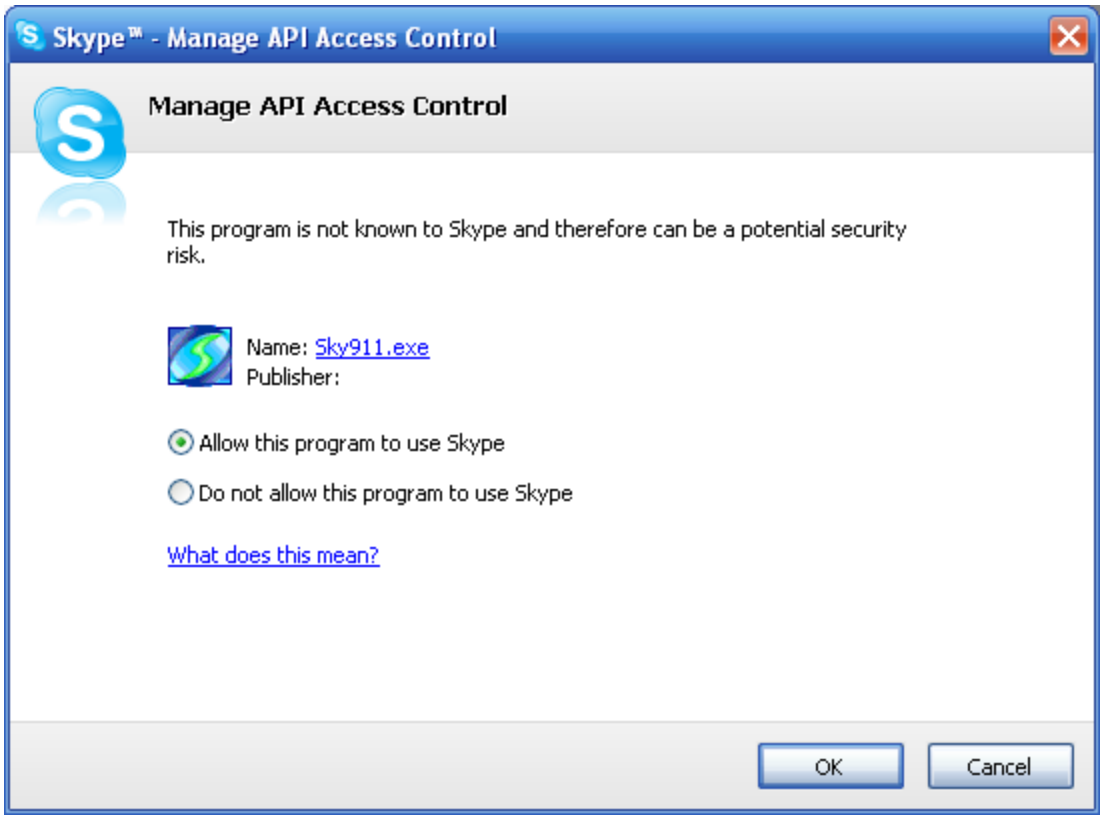
program to use Skype", but still want to use Sky911, please go to the Skype window main menu Tools and choose Options. In the next window, choose Privacy tab in the left. Double click "Manage other program's access to Skype" in "Related Tasks" on the lower side of the window. There will be a "Manage API Access Control" window coming up. Scroll down the bar to find device Name: Sky911.exe. "Not allowed to use Skype". Choose this device and click Change button to get the warning window "Another program wants to use Skype" and make proper choice like "Allow this program to use Skype.". Or choose this device and Remove button on the right side. Click OK.

Re-launch Sky911 through start menu or Sky911 desk icon. Then Skype will invoke the warning window "Another program wants to use Skype" again. Make a proper choice. After this modification, Sky911 will work.




Skype™ - Options
General
Privacy
Notifications
Sounds
Sound Devices
Hotkeys
Connection
Call Forwarding & Voicemail
Video (BETA)
Updates
SMS Messages
Advanced
Privacy
Allow calls from
anyone
only people from my Contacts
only people I have shared my details with
Allow chats from
anyone
only people from my Contacts
only people I have shared my details with
Keep chat history for
forever
Clear Chat History
Allow my status to be shown on the web. Learn more
Related Tasks
Manage other programs' access to Skype
Manage blocked users
Save
Cancel


Skype
Manage API Access Control
Name: SKY911.EXE
Publisher:
Not allowed to use Skype
Change
Remove
OK


Skype™ - Manage API Access Control
Manage API Access Control
This program is not known to Skype and therefore can be a potential security risk.
Name: Sky911.exe
Publisher:
Allow this program to use Skype
Do not allow this program to use Skype
What does this mean?
OK
Cancel

Q7: Why does Sky911 fail to initialize?

A: The phone receiver is not on-hook properly.

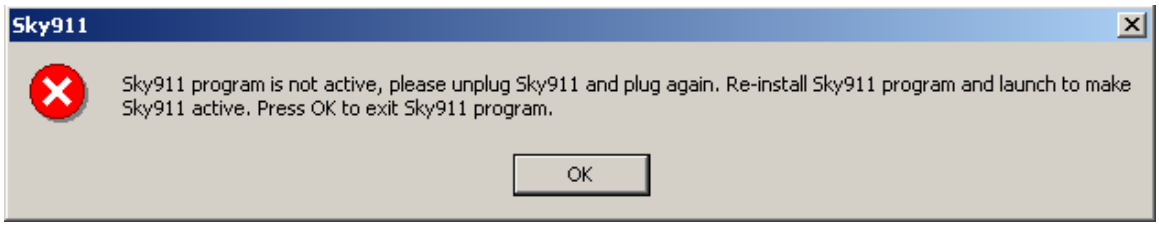
Q8: Why doesn't Sky911 work properly in some USB ports of Windows 2000 system?

A: We strongly recommend user to install Sky911 AP program when user 1st time plugs Sky911 into one certain USB port of any Windows 2000 system. Or user needs to remember to plug Sky911 into the same USB port which user 1st time plugged in and install Sky911 AP program if user didn't install Sky911 AP program at 1st time.

In some case, user might have 1st-time plug Sky911 into one Windows 2000 system USB port without installing Sky911 AP program. Next time, user might plug Sky911 into another USB port and install Sky911 AP program and it worked perfect. Later on if user plugged Sky911 into the USB port which user 1st time plugged in, then user might have problem to use Sky911 unless user re-install Sky911 AP program. The quick solution is to install Sky911 program again as the pop-up message suggests. Also you can refer to FAQ 4 if you still encounter

problem.

This problem might happen in Windows 2000 system only.


Sky911
Sky911 program is not active, please unplug Sky911 and plug again. Re-install Sky911 program and launch to make Sky911 active. Press OK to exit Sky911 program.
OK

Q9: Why doesn't the phone ring when there is an incoming call?

A: a. Please make sure your phone ring is on.

b. Please check whether Sky911 is successfully installed or not as description FAQ 3.

c. Try to change the Ring signal frequency selection in Phone setting page.

d. Try with other analog phone because some phone might have special driving requirements although we have tried to make our device compatible.

Q10: Why can't I hear dial-tone when I pick up the handset?

A: a. If the default operation mode of Option dialogue in Sky911 system tray icon at the right-bottom corner of Windows desktop is VoIP, user can press "#" key to switch to PSTN mode and check whether there is familiar landline dial tone or not.

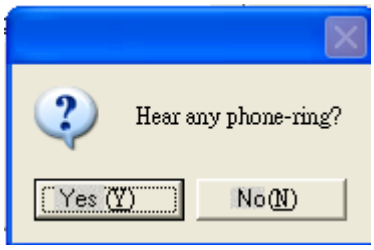
b. Please make sure whether Sky911 is successfully installed or not as description in FAQ 3.

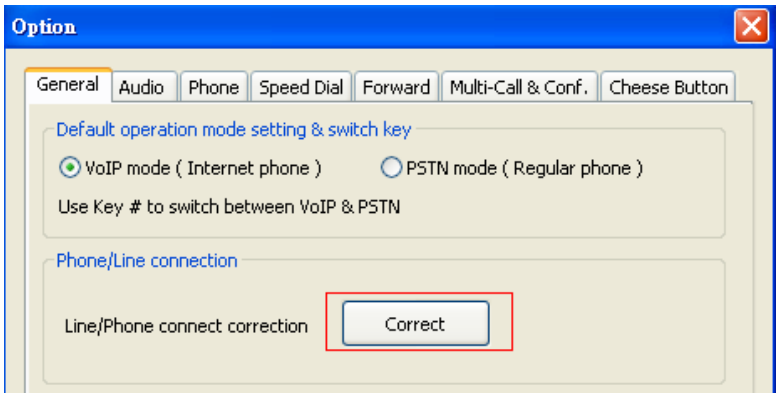
c. Make sure Sky911 has been chosen as the Skype sound device for Audio In/Out, please refer to FAQ 11.

d. Please check whether your computer has entered into power saving mode or not. After user's computer with Sky911 enters power saving mode and Sky911 doesn't connect with landline, then user won't hear any dial tone if user's Sky911 supports VoIP mode only. If user's Sky911 supports both VoIP and PSTN modes, user will only hear landline dial tone and there is no Skype dial tone even user presses "#" key to switch to VoIP mode. User needs to make PC wake up from power saving mode and Sky911 will re-initialize before normal operation. Please remember to make sure phone is on-hook when Sky911 is initializing.

e. User might have an incorrect feedback to Sky911 software when there is one

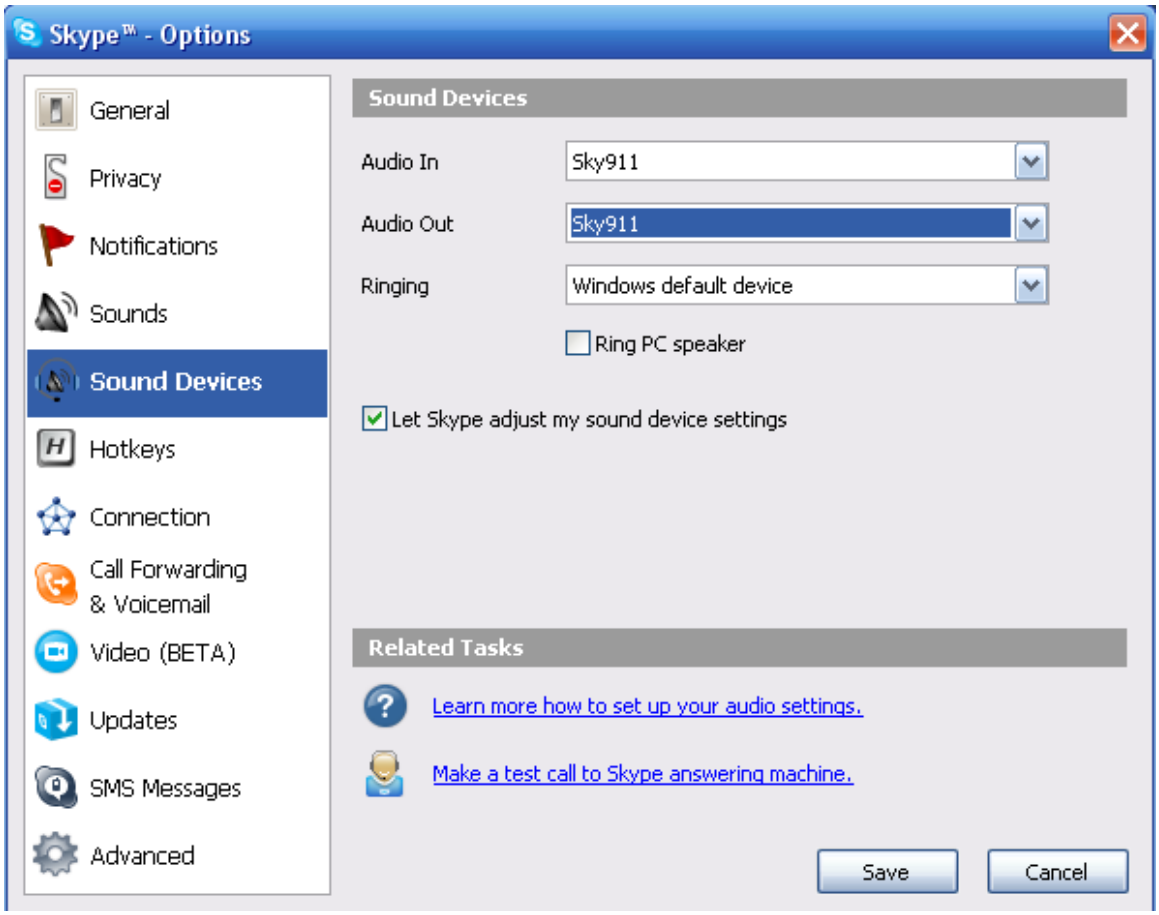
"Hear any phone-ring" pop out window as below. User can click "Correct" button in the Option page of Sky911 system tray icon and give Sky911 software correct responses and it should work.





Q11: Why can't I hear any voice after I pick up phone receiver and Skype shows connected when I make or answer a call?

A: Make sure Sky911 has been chosen as the Skype sound device for Audio In/Out. Go to the Skype window main menu Tools and choose Options. In the next window, click "Sound Devices" tab in the left and choose Sky911 from Audio In and Audio Out scroll bar.



Q12: After I connected Sky911 with my computer, I couldn't hear music or voice from my computer. What can be done, so that I can listen to music from the original sound device?

A: Right-click the "volume" system tray icon at the right-bottom corner of Windows desktop, choose "Adjust Audio Properties". It will come out the "Sounds and Audio Devices Properties" window. Choose the default Windows audio device like sound card. Then you should be able to listen to music from your original sound device like speaker.

Q13: Do I need to restart my computer whenever I re-plug the Sky911?

A: There is no need to restart the computer, but we suggest that you re-open your Skype software and then launch Sky911. We recommend that you plug in the Sky911 first then launch Sky911 AP program and close the Sky911 AP program first before you un-plug the Sky911.

Q14: How can I uninstall Sky911 AP program?

A: Please follow below two steps.

a. Close Sky911 program by clicking Sky911 system tray icon at the right-bottom corner of Windows desktop and choosing Exit.

b. Use Windows Start menu, choose "All Programs" and find Sky911. There is "Uninstall" option. Choose it and then click Yes button.

Q15: How can I dial "+" sign when making a SkypeOut call?

A: You can use "00" to stand for "+".

Q16: Why can't I start my computer after I plug in Sky911?

A: Please check your computer's system BIOS Boot up device option setting. Your computer might have boot up device setting as USB device. You can refer to your computer BIOS setting procedure to change USB boot up setting.

Q17: How can I know the Sky911 AP program version?

A: Right-click Sky911 system tray icon at the right-bottom corner of Windows desktop and choose "About".

Q18: Why does Sky911 system tray icon at the right-bottom corner of Windows desktop show Hardware Error ?

A: a. Sky911 might not plug in the computer USB port properly. Please unplug Sky911 and make sure to plug Sky911 into the computer USB port properly.

b. The phone receiver is picked up before Sky911 finishes initialization. Please make sure phone is on-hook before Sky911 initialization completes.

Q19: Why does Sky911 system tray icon at the right-bottom corner of Windows desktop show Skype unavailable ?

A: Please make sure Skype is launched and on-line. User can re-launch Skype and refer to the following possible cases.

a. Sky911 program is launched, but Skype is not active due to no internet access.

b. Skype program is closed after Sky911 program is launched.

c. User changes Skype status to Offline. Skype status needs to be changed to Online for normal operation.

Q20: Why can't I use existing Skype audio devices after Sky911 is installed?

A: After Sky911 is installed, Skype sound device will be set as Sky911 as figure in FAQ 11. If user wants to use other Skype device, user can change Skype sound device as the one user wants to use. Similarly, user needs to change Skype sound device as Sky911 if other Skype USB audio device is adopted first and then user wants to use Sky911.

Q21: What should I do if my PSTN line or Skype line doesn’t work although Sky911 Phone/Line ports are connected?

A: Sky911 has Auto-Swap/Auto-Detection function. In some case, user might remove cable connection and connect again or have phone and line ports connection after Sky911 initialization completes. User can click “Correct” button in the Option

dialogue of Sky911 system tray icon at the right-bottom corner of Windows desktop, then Sky911 AP program will immediately correct Phone and Line port connections even although user makes a wrong connection. For Auto-Detection support, there will be one pop-up message to guide user to connect Phone/Line port correctly. User can refer to this user manual Section 3.1 Sky911 Hardware Setup for detailed information.

Q22: Why I can't setup a Multi-Call or Conference call when I am on a PSTN call?

A: In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Multi-Call or Conference call from a Skype call. User can't make a landline call first and then to add another Skype contacts for a Multi-Call or Conference call. However, user can invite the incoming Skype call for a Multi-Call when user is on a landline call.

Q23: Can I use Skype version later than Sky911 claims to support in this user manual Section 1.4Minimum System Requirements?

A: Since Skype might change API for the new release, we can't guarantee our current Sky911 AP can work with the new update seamlessly. You should be able to adopt it for basic Skype talk, but you always can download the latest Sky911 AP program from our web site or get help from our supporting people.

6. Regulation

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested to comply with the limits for a Class B device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to note that any changes or modifications made to this device that are not expressly approved may void the users' authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo in the United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause unwanted operation.